

# JOHN MWANGI GIKUNDI

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## PROFESSIONAL SUMMARY

Hi, I am John Gikundi — a QA/QE specialist and BSc Mechanical Engineering graduate with a passion for technology, innovation, and mentorship. I bring over 5 years of combined experience in customer support, entrepreneurial mentorship, technical operations, and digital services. My engineering background gives me a strong analytical edge, while my work in software quality assurance and quality engineering has sharpened my problem-solving and collaboration skills. I'm driven by continuous learning and committed to ensuring excellence in every project I take on.

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## CORE SKILLS

- IT Support & System Troubleshooting (POS, hardware, software)
  - Git & GitHub (version control, collaboration, repo management)
  - Virtual Assistance & Remote Collaboration (Google Workspace, MS Office, Zoom, Slack)
  - Customer Support & Chat Moderation (Texting Factory, DataEQ, Fiverr)
  - Data Entry, Record Management & CRM Systems
  - Social Media Management & Digital Marketing
  - Problem Solving, Team Training & Process Improvement
  - Basic CAD, Welding, Fabrication & Technical Reporting
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## PROFESSIONAL EXPERIENCE

### Technical & Operations Assistant (Full-Time)

*Chieni Supermarket – Nyeri, Kenya | Jan 2023 – Mar 2025*

- Provided IT and technical support for POS systems, printers, and equipment.
- Trained staff on system usage, improving efficiency and reducing downtime.
- Coordinated maintenance checks, recorded logs, and handled minor repairs.
- Supported store operations and collaborated with external contractors.

### Freelance Virtual Assistant & Chat Moderator (Remote, Part-Time)

*Texting Factory | DataEQ | Fiverr | 2023 – 2025*

- Handled structured customer chats and professional messaging.
- Managed client inboxes, digital calendars, and scheduling.
- Created and monitored social media content for small businesses.
- Delivered client reports and performance analytics.

### Cyber Café Owner / Digital Services Operator (Part-Time, Evenings)

*Nyeri, Kenya | 2019 – 2025*

- Founded and managed a digital services café, assisting 1,000+ clients with document processing, online applications, and ICT support.

- Supervised assistants and maintained quality service delivery.
- Oversaw operations, financial tracking, and customer support.

### **Machine Operator – Factory Support (Full-Time)**

*Unilever Tea Kenya – Kericho | Dec 2020 – Dec 2022*

- Operated and maintained tea processing machinery, ensuring >90% uptime.
- Logged production data and supported preventive maintenance routines.
- Participated in equipment risk assessments and safety drills.

### **Mechanical Maintenance Intern (Full-Time)**

*Nyeri Water & Sanitation Company (NYEWASCO) – Nyeri | 2017*

- Assisted in maintaining pumps, motors, and treatment plant machinery.
- Supported diagnostics, lubrication, and repair activities.
- Ensured compliance with safety and maintenance procedures.

### **Mechanical Engineer Intern (Full-Time)**

*Chinga Tea Factory – Othaya, Nyeri | Jan 2016 – Dec 2016*

- Supported troubleshooting of tea production equipment.
- Documented logs and assisted with machine setup and monitoring.

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## **EDUCATION**

### **Bachelor of Science in Mechanical Engineering**

Dedan Kimathi University of Technology, Nyeri | Graduated April 2016

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## **CERTIFICATIONS & COURSES**

- National Industrial Training Authority (NITA) – Welding & Fabrication (Ongoing)
- Microsoft Office Specialist – Expert
- LinkedIn Learning: Virtual Assistant Mastery, Excel for Professionals, Customer Service Foundations, Social Media Marketing, Digital Marketing Trends
- Digital Marketing Essentials (Meta & Google Basics)

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## **TECHNICAL PROFICIENCY**

- **Development Tools:** GitHub, AutoCAD (basic)
- **Productivity Tools:** Microsoft Office Suite, Google Workspace
- **Collaboration Tools:** Zoom, Google Meet, Trello, Slack
- **Digital Tools:** Canva, Meta Business Suite, QuickBooks Online
- **Technical Skills:** Welding & Fabrication, Use of Hand & Power Tools, Technical Reporting

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## **AVAILABILITY**

Full-time | Flexible with time zones | Equipped home office with high-speed internet, webcam, microphone, and backup power