

JOHN MWANGI GIKUNDI

📍 Nyeri, Kenya | 📞 +254 757 179 712 | ✉️ mwasjoh5479@gmail.com

🔗 LinkedIn: [John Mwangi](#) | 🌐 GitHub: [John Gikundi](#)

PROFESSIONAL SUMMARY

Versatile and tech-savvy QA/QE trainee with a BSc in Mechanical Engineering and over 5 years of combined experience in customer support, entrepreneurial mentorship, technical operations, and digital services. Skilled in software quality assurance, quality engineering, troubleshooting systems, customer communication, and remote collaboration tools. Possesses a strong engineering foundation with proven adaptability to IT and online work environments. Passionate about technology, problem-solving, mentoring, and continuous learning, with a strong focus on driving software quality and fostering innovation.

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
-

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.

EDUCATION

QA/QE Trainee

Teach2Give

| September 2025 – December 2025

Bachelor of Science in Mechanical Engineering

Dedan Kimathi University of Technology, Nyeri

| Graduated April 2016

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)

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

AVAILABILITY

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