JOSHUA MAINA

Nairobi, Kenya

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📧 [Budulicajoshua9@gmail.com](mailto:Budulicajoshua9@gmail.com)

💼 Creative Tech Entrepreneur

PROFESSIONAL SUMMARY

Detail-oriented and highly adaptable professional with a background in business operations, customer engagement, and document handling. Known for strong organizational skills, excellent communication, and calmness under pressure. Seeking to bring my efficiency and people-centred approach to a fast-paced real estate support team.

CORE SKILLS

HUD/Contract Review & Documentation (Quick Learner)

Customer Service & Conflict De-escalation

Basic Accounting & Numerical Accuracy

Email & CRM Communication (Gmail, Sheets, Docs)

Organization & Workflow Tracking

Team Collaboration & Time Management

Professional Written & Spoken English

Cross-functional Coordination

RELEVANT EXPERIENCE

Assistant Manager

Mission in Action – Nakuru, Kenya

Nov 2023 – Aug 2024

Managed day-to-day administrative tasks and coordinated scheduling across departments.

Assisted with sensitive family and child welfare documentation.

Handled communication between caregivers, partners, and community stakeholders.

Barista (POS & Customer Engagement)

Mama MIA Restaurant – Nakuru, Kenya

Jan 2022 – Aug 2024

Handled cash register and POS balancing with accuracy.

Interacted with a diverse customer base and resolved complaints professionally.

Maintained consistency under pressure in a high-volume service setting.

Freelance Painter (Project Coordination)

Independent Projects – Nakuru, Kenya

Led client-facing coordination, scheduling, and completion of design-focused projects.

Demonstrated attention to detail and reliability under time constraints.

EDUCATION

Diploma in Business and Information Technology (DBIT)

Strathmore University – Expected: 2025

Kenya Certificate of Secondary Education (KCSE)

Nyahururu High School – Grade: C+ (2023)

Kenya Certificate of primary Education (KCPE)

Mission In Action – Grade: 345 (2019)

TECHNICAL PROFICIENCIES

Google Workspace (Docs, Sheets, Gmail) | Microsoft Office Suite | Canva | POS Systems | Adobe Acrobat | Basic HTML | CRM Familiarity | Data Entry

LEADERSHIP & PROJECT INITIATIVES

Founder – Journalism Club, Nyahururu High School

Public Speaking Champion (2x National Festival Winner)

Submitted youth civic reform idea (254 Manifesto) to Strathmore Ideas Festival 2025

Founder – Jitters Café (Concept: Coffee & Smoothie Brand with take-away model)

Author – THE SHAPE OF ABSENCE, DEAREST CHRISTINE

LANGUAGES

English – Fluent

Kiswahili – Conversational

German – Basic Reading

REFERENCES

1. MAXINE COLLINS

DIRECTOR

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1. IDAH IRUNGU

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1. NEIL TOMLIN

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1. MARGARET KARIUKI

MANAGER

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