**JOSHUA MAINA** Nairobi, Kenya

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Creative Tech Entrepreneur

## PROFESSIONAL SUMMARY

Motivated and adaptable professional with experience in business operations, customer service, and team leadership. Skilled in IT tools, communication, and solving real-world problems. Eager to contribute to a forward-thinking organization while continuing to learn and grow.

## CORE SKILLS

- Business Administration & IT  
- Customer Service & Sales  
- Team Leadership & Supervision  
- Communication & Interpersonal Skills  
- Critical Thinking & Problem Solving  
- Fast Learner & Adaptability

## WORK EXPERIENCE

**Office Assistant**  
Mission in Action – Nakuru, Kenya  
Dec 2023 – Aug 2024

- Assisted in managing day-to-day operations for a children's home and outreach programs  
- coordinating schedules  
- Led organization exercises

**Barista**  
Mama MIA Restaurant – Nakuru, Kenya  
Jan 2022 – Aug 2024

- Delivered excellent customer service in a fast-paced environment  
- Handled POS systems and daily cash reconciliation  
- Prepared coffee, and specialty drinks to customer specifications

**Freelance Painter**  
 Independent Projects – Nakuru, Kenya

* Participated in residential and commercial painting projects, including wall prep, sanding, and multi-coat finishes.
* Worked collaboratively with small teams under tight schedules.
* Paid attention to detail and maintained client satisfaction.
* Gained practical knowledge in surface design, color matching, and safety practices.

## EDUCATION

Diploma in Business and Information Technology (DBIT)  
Strathmore University  
Expected: 2025

Kenya Certificate of Secondary Education (KCSE)  
Nyahururu High School – C+ (2023)

Kenya Certificate of Primary Education (KCPE)  
Mission in Action Primary School – 340 marks (2019)

## LEADERSHIP & ACHIEVEMENTS

- School President (2 years) – Mission in Action Primary School  
- Founder – Journalism Club, Nyahururu High School  
- National-level Music Festival participant (Public Speaking Winner x2)  
- Volleyball player (Regional level – Primary School)

## PROJECTS & INITIATIVES

- Designed and developed a unique takeaway coffee and smoothie brand

**Heart for Change – 254 Manifesto Initiative**

- Submitted to Strathmore Ideas Festival 2025  
- Civic education and governance reform idea targeting youth leadership

## TECHNICAL PROFICIENCIES

Microsoft Office Suite | Canva | Social Media Marketing | POS Systems | Data Entry | Basic HTML & Web Tools

## LANGUAGES

English – Fluent  
Kiswahili – Good Understanding  
German – Basic Reading Skills

### ****HOBBIES & INTERESTS****

* **Public Speaking & Creative Expression** – Active in music and drama festivals; national-level public speaking winner.
* **Volunteering & Community Engagement** – Passionate about youth empowerment and social impact (e.g., Heart for Change – 254 Manifesto).
* **Tech & Digital Innovation** – Curious about digital trends, AI development, and app creation.
* **Entrepreneurship & Branding** – Founder of Jitters Café; enjoys branding, hands-on business, and customer engagement.
* **Fitness & Outdoor Sports** – Played volleyball at the regional level; values discipline, health, and teamwork.
* **Languages & Cultural Exchange** – Fluent in English, understands Kiswahili, and learning German for global connection.
* **Writing & Storytelling** – Enjoys writing slow-burn romance fiction; passionate about emotional depth and creativity.

# Reference list:

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| --- | --- | --- | --- |
| 1. | MAXINE COLLINS DIRECTOR  NATIONAL AND INTERNATIONAL  TOURS  NEWCASTLE  N.S.W.2295  AUSTRALIA  +614 419 224498  maxinegcollins@gmail.com | |  |
| 2. | IDAH IRUNGU TEACHER  NYAHURURU HIGH SCHOOL  Nyahururu – 20300 Laikipia County, Kenya  +254 724 606475  irunguidah@gmail.com | |  |
| 3. | NEIL TOMLIN FREELANCE PROJECTS  INDEPENDENT PROJECTS  Nakuru – 20100 Nakuru County, Kenya  +254 735 364931 | |  |
| 4. | MARGARET KARIUKI MANAGER  MISSION IN ACTION  Nakuru – 20100 Nakuru County, Kenya  +254 721 314003  Kariukishiku2017@gmail.com | |  |
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