

LEWIS MUTHOMI

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SUMMARY

Experienced Team Leader and ICT Consultant with a proven track record in managing performance, training teams, and integrating technology solutions to enhance operational efficiency. Demonstrated expertise in database management, web design, cybersecurity, systems administration, and technical support. Skilled in problem-solving, communication, and leadership, with a career goal to drive innovation and operational excellence.

SKILLS

- Database Management & Data Entry
- Customer Relationship Management
- Web Design (WordPress)
- Cybersecurity & Systems Administration
- Technical Support & Troubleshooting
- Team Leadership & Collaboration
- Problem-Solving & Clear Communication
- Brand Development & Digital Marketing
- Sales Funnel Development

EDUCATION

Diploma in Information Communication Technology – Meru National Polytechnic, Meru

EXPERIENCE

ICT Consultant | Kiz Investment, Meru | Jan 2025 – Present

- Collaborated with cross-functional teams to integrate new technologies.
- Guided businesses in adopting technology solutions for efficiency.
- Implemented IT maintenance and troubleshooting protocols.
- Analyzed vulnerabilities and enhanced data security.
- Resolved Wi-Fi and network issues efficiently.

Team Leader | East African Breweries Limited (EABL), Meru | Jul 2024 – Dec 2024

- Managed performance and activities of brand ambassadors.
- Compiled and documented sales after activations.
- Trained team members on product offerings.

Team Leader | MultiChoice Kenya, Meru | Sep 2022 – Jan 2024

- Led a team of customer service reps and technicians, meeting performance goals.
- Allocated tasks based on skills and experience.
- Provided coaching and mentoring to enhance performance.
- Implemented customer satisfaction strategies for DStv/GOtv.
- Organized training sessions on new products.

Brand Ambassador | Betika Kenya, Meru | Nov 2023 – Nov 2023

- Educated users on registration, betting, and promotions.
- Promoted Betika services via social media and field activities.
- Boosted brand visibility and customer engagement.

Brand Ambassador | Safaricom/Airtel, Meru | Jan 2022 – Dec 2022

- Represented brands at launches and promotional events.
- Reported on customer engagement and sales leads.
- Educated customers on mobile apps, coverage, and 5G tech.

Polling Clerk / Counting Clerk | IEBC, Meru | Aug 2022

- Verified voter identity and documentation using KIEMS kits.
- Ensured transparency and accuracy during vote counting.
- Maintained ballot integrity throughout the polling process.

LANGUAGES

English | Swahili

REFERENCES

Joseph Kimani Kamau

Regional Sales Manager – MultiChoice Kenya

Email: kimaniwakamau@gmail.com | Phone: +254721221304

Joel Makori

Area Business Manager – Sunking

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