

Mapendo Kamana

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“Hard work beats talent”

Summary of Qualifications

- 4+ years of experience providing outstanding customer support in different industries such as hospitality and retail
- Demonstrated ability to work smoothly in a fast-paced environment
- Strong written and verbal communication with a proven track record of understanding and responding to client needs both in-person and over the phone
- Fast learner who is eager to further expand and update current knowledge and skills
- Fluent in Swahili
- Valid Alberta Class 5 GDL Driver's License

Technical Skills

Operating Systems: Windows, Android, iOS, Mac OS, Linux
Applications & Tools: ServiceNow, Microsoft Office 365
Tools: VMware, Google Workspace, Packet Tracer
Project Management Fundamentals: Scrum

Education & Certifications

Google IT Support Professional Certificate Sep 2022
Junior IT Analyst Program May 2022 – Sep 2022

NPower Canada | Calgary, AB

14-week intensive online class training on the fundamentals of computer technology and project management essentials.

- Configure device operating systems, including Windows and Linux, while configuring disk partitions and filesystems
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting
- Support basic IT infrastructure and networking, including DNS and DHCP, applying standard protocols with TCP/IP communications
- Configure and support PC and IoT device hardware
- Manage an organization's computers and users using Directory Services, Active Directory, and OpenLDAP
- Learn how to lay the foundations for successful Agile projects using methodologies and tools such as Scrum, Kanban
- Develop a complete understanding of the Agile project management lifecycle, key techniques and deliverables

Education & Certifications (Cont'd)

High School Diploma

Bishop O'byrne High School | Calgary, AB

Sep 2019 – Jun 2021

Work Experience

Customer Service Representative

Home Depot | Calgary, AB

Apr 2019 – Sep 2021

- Met the needs and queries of 50+ customers daily and provided exceptional customer service at a busy location that served 100s of people
- Conducted 20+ phone calls to follow up with clients who made online purchases while ensuring the effective promotion of other store products and services to increase potential revenue
- Kept an accurate and up-to-date personal knowledge base of store products/services to quickly and correctly resolve any customer complaints
- Developed optimized and constantly accessible communication channels with other team members, increasing 10-15% in productivity
- Assisted cashiers in successfully troubleshooting their cash registers and peripheral devices so that the flow of operations was uninterrupted

Certifications & Awards

Academic Acknowledgement Awards

Bishop O'byrne High School | Calgary, AB

Jun 2021

First Aid/CPR C

RedCross | Calgary, AB

Jan 2021

Guest Service Certification

Calaway Park | Calgary, AB

Apr 2019