

# Reuben Morgan Maina Mugo

## Personal details

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Reuben Morgan Maina Mugo

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**Address**  
58602  
00200 Nairobi

**Date of birth**  
March 14, 1999

**Gender**  
Male

**Nationality**  
Kenyan

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## Profile

### PROFESSIONAL SUMMARY

Hardworking and reliable individual with a strong background in data management and IT support. Highly skilled in data collection, cleaning, analysis, and database entry, with additional expertise in routine data quality audits and controls. Trained in ICT Helpdesk and Support services, offering top-notch problem-solving abilities. Motivated to continue learning and growing as an IT professional, with recent completion of a Data Analysis course from DataCamp.

Proven ability to collaborate with cross-functional teams and communicate complex technical concepts to both technical and non-technical stakeholders. Experienced in installing and configuring computer hardware, software systems, networks, printers, and scanners, as well as troubleshooting to ensure smooth operations. Results-driven with a solid foundation in networking and ethical hacking fundamentals from EC-COUNCIL.

Keen attention to detail and focused on meeting deadlines. Looking for an opportunity to leverage my skills and knowledge to contribute to a dynamic and challenging role in data management and IT support.

## Education

<b>Introduction to Data Analysis in Excel</b> Datacamp.com, Online	<b>Mar 2024 - Apr 2024</b>
<b>ETHICAL HACKING FUNDAMENTALS; EC-COUNCIL.ORG (online); Ethical hacking fundamentals</b> EC- council	<b>Jan 2023 - Feb 2023</b>
<b>BACHELOR OF SCIENCE INFORMATION SYSTEMS AND KNOWLEDGE MANAGEMENT</b> Masinde Muliro University of Science and Technology Second Class Honor's Upper Division	<b>Sep 2017 - Jun 2021</b>
<b>KENYA CERTIFICATE OF SECONDARY EDUCATION</b> Kanjuri High School, Nyeri	<b>Jan 2013 - Nov 2016</b>
<b>KENYA CERTIFICATE OF PRIMARY EDUCATION</b> Lily Academy, Nairobi	<b>Jan 2007 - Nov 2012</b>

## Employment

### Supervisor & Stores Clerk

Jan 2024 - Present

Nyiksmart Enterprises Limited, Nairobi

#### \*Stock Management

- Record all stock data accurately.
- Conduct weekly stock audits with less than 1% discrepancy.
- Update stock records daily.

#### \*Data Entry and Database Management:\*

- Enter stock data into the company database with 100% accuracy.
- Ensure all stock entries are up-to-date daily.

#### \*Inventory Control:

- Maintain optimal stock levels; conduct monthly assessments.
- Monitor stock levels to prevent stock-outs (0% stock-out rate).

#### \*Reporting

- Generate weekly and monthly inventory reports.
- Provide actionable insights based on data analysis.

#### \*Team Supervision

- Supervise and mentor store staff.
- Conduct bi-weekly team meetings.

#### \*Process Improvement

- Identify and implement stock management process improvements.
- Conduct quarterly reviews to enhance productivity by 10%.

#### \*Compliance and Security

- Ensure compliance with company policies.
- Implement measures to reduce inventory shrinkage by 5% annually.

#### \*Customer Service

- Respond to stock inquiries within 24 hours (95% resolution rate).
- Coordinate timely delivery of stock with other departments.

### SALES PERSON

Dec 2021 - Dec 2024

Nyiksmart Enterprises Limited

\* Offer above and beyond support to customers to promote consistent route growth.

\* Collect and process orders, issue receipts and collect payments on goods delivered.

\* Restock products at customer locations with scheduled weekly stops.

\* Collect payments and record billing information on required paperwork.

\* Promote company products and services and answer questions that align to clients with helpful resources

\* Draft daily and weekly reports on Sales to inform upper management on work completed.

### Tech Support

May 2021 - Jul 2021

Teachers Service Commission (TSC), Nairobi

#### INTERNSHIP

\* Checked PC's and Laptops to troubleshoot, trace and resolve customer issues.

\* Set up computers, installed hardware and configured settings for customers.

\* Organized network cables in the network cabinet to prevent tangling and prevent confusion for other technicians.

\* Resolved network connectivity issues and reported major Issues or defective

\* Trained users/staff about the importance of Information security and proper use of computers.

## INDUSTRIAL TRAINEE

Masinde Muliro University of Science and Technology

\* Trained on the various network infrastructures and interacted with networking devices and applications like CISCO Packet tracer for network simulations.

\* Evaluated, tested and resolved problems with hardware and software.

\* Set up equipment based on staff needs and IT capabilities.

## Skills



## Languages

## Kiswahili

## References

References available upon request.