◼ Timothy Kamau - CV

Contact Information

⚲ 259-10100, Nyeri, Kenya

▯ +254 790 722 419

✉ timo.munyiri@gmail.com

🌐 Portfolio: timokama.github.io

Professional Summary

Innovative and detail-oriented ICT Practitioner with over 3 years of experience in **IT support, system administration, and distributor management systems (DMS)**. Skilled in providing technical solutions, data analysis, and process optimization to support business decision-making. Proven ability to configure, maintain, and troubleshoot both hardware and software systems while ensuring minimal downtime. Adept at **sales operations, client support, and system usage training**, combining both technical expertise and business acumen. Passionate about leveraging technology to improve efficiency and accuracy in distribution management.

Key Skills

- **Distributor Management Systems (DMS):** Data entry, analysis, user support, troubleshooting
- **IT Support & Troubleshooting:** Hardware, software, and networking support
- **System & Network Administration** (Windows & Linux environments)
- **Data Analysis & Reporting** for decision-making
- **Sales Operations Support** (order processing, stock management, customer satisfaction)
- **Full-Stack Development:** Python (Flask, Django), Java, JavaScript (Node.js, TypeScript), SQL (MySQL, PostgreSQL), HTML/CSS
- **Version Control:** Git & GitHub
- **Soft Skills:** Client Relationship Management, Negotiation, Problem-Solving, Team Collaboration

Professional Experience

Assistant Salesman – Veew Distributor (EABL)

📍 Nairobi | Feb 2025 – Present

- Assisted in **sales operations** ensuring smooth order processing and customer satisfaction.
- Managed **stock levels and inventory tracking**, ensuring accurate restocking.
- Conducted **market research** to identify customer needs and improved sales strategies.
- Built and maintained **strong client relationships**, enhancing customer loyalty.
- Contributed to achieving sales targets through effective **communication and negotiation**.

DMS Superuser Intern – Wamuti Distributors Ltd

📍 Nyeri | 8/2022 – 12/2022

- Performed **data entry and analysis** within the DMS to support business decision-making.
- Installed, configured, and maintained **computer hardware, software, systems, and networks**.
- Provided **real-time technical support** for hardware, software, and networking issues.
- Trained and supported staff on **DMS usage**, improving adoption and efficiency.
- Ensured timely response to IT service issues and minimized downtime.

Education

Diploma in Information Communication Technology
The Nyeri National Polytechnic | Nyeri | 2025

- Coursework: Full-Stack Development, Cloud Computing, Network Security
- Awarded for **Outstanding Performance in ICT**
- Member: ICT Professionals Union & Software Developers Association

Certifications

- **Software Engineer – Back End** (ALX Africa)

Hobbies & Interests

- Coding & Web Development
- Drawing & Creative Design
- Reading Tech & Business Literature

Referees

Patrick Wanjau – Software Engineer

✉ pat.wanjau@gmail.com | 📱 +254 725 313 338

Mwangi Agnes – Head of Department, Computer Science & Networking, The Nyeri National Polytechnic

✉ hodcsn@thenyeripoly.ac.ke | 📱 +254 773 686 436