

AMOS MUTUA NDUKU

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CAREER PROFILE SUMMARY

A BBIT graduate with hands-on experience in IT support, web development, and business systems. Skilled in networking, ICT troubleshooting, and building practical digital solutions such as AffordablePicks Kenya and Hati. Passionate about using technology to solve real-world problems and deliver affordable, reliable digital services.

My supervisor described me as “*hardworking, promising, professional, competent, and a team player*,” reflecting on my strong work ethic and reliability.

Founder of **AffordablePicks.co.ke**, a digital platform focused on affordable product sourcing and logistics.

EDUCATION BACKGROUND

Bachelor of Business Information Technology (BBIT) **KCA University, Nairobi**

Graduated: November 2025

Ngoto Boys High School

KCSE

Graduated: 2022

ICT Support Attaché

Ministry of Labour & Social Protection – State Department for Social Protection and Senior Citizen Affairs

August 2025 – October 2025

ICT Directorate

Key Responsibilities

- Managed and monitored LAN/WAN networks, ensuring uptime, performance, and basic network security.
- Performed hardware servicing, repair, diagnostics, and preventive maintenance for desktops, laptops, and peripherals.
- Installed, configured, and administered software including **Windows 11**, **Microsoft Office Suite**, **Kaspersky Antivirus**, and **Falcon Security** tools.
- Provided daily technical support to staff, resolving ICT-related issues promptly and professionally.
- Conducted data backup and recovery procedures to safeguard departmental information.
- Performed data entry, cleaning, and preliminary analysis for Adult Learners across all **47 counties**.
- Installed and configured new ICT equipment such as printers, workstations, and network accessories.
- Assisted the ICT team in troubleshooting system issues and documenting technical incidents.

Performance Summary

Demonstrated excellence, professionalism, teamwork, and competence as highlighted in my official recommendation letter.

WORK EXPERIENCE

Founder & Operations Lead — AffordablePicks

Nairobi, Kenya

2023 – 2025

- Founded and operated a product sourcing and delivery business serving customers outside Nairobi.
- Sourced affordable clothing, electronics, and household items based on customer requests.
- Managed end-to-end order fulfillment including pricing, purchasing, packaging, and delivery coordination.
- Maintained customer trust through transparent pricing, receipts, and delivery updates.
- Coordinated logistics with riders and courier services to ensure timely delivery.
- Used WhatsApp and Google Sheets to track orders, payments, and customer requests.

Independent Retail Sales — Footwear & Apparel

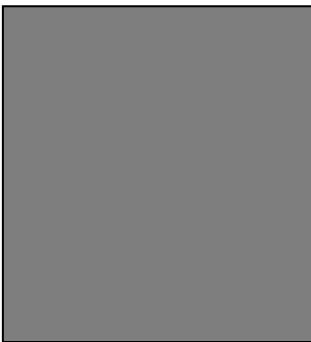
Nairobi, Kenya

2022 – 2024

- Bought and resold shoes and apparel through direct customer networks and online platforms.
- Negotiated supplier prices and set competitive retail pricing.
- Handled customer inquiries, sales, and after-sales support.
- Built repeat customers through reliability and honest transactions.

KEY TECHNICAL SKILLS

- **Networking & ICT Support:** LAN/WAN setup, Router & Switch Configuration, Structured Cabling (T568A/B), Network Server Troubleshooting, End-User Support, Antivirus and security endpoint management
- **JavaScript:** DOM manipulation, local storage
- **Operating Systems:** Windows (Installation & Configuration), Linux (Basic CLI & Troubleshooting) Documentation: SRS, SDS, test plans
- **Web Development:** HTML, CSS, Tailwind, JavaScript (DOM manipulation, Local Storage), API Integration (M-Pesa Daraja, Twilio)
- **Software & Productivity:** Microsoft Suit, Antivirus Tools, Basic Python Scripting (automation & troubleshooting), Google sheets and forms, windows installation and configuration, Linux (Basic CLI and troubleshooting), Backup and recovery operations, Government emails systems handling.



- **Hardware:** PC Assembly & Repair, Drive Diagnostics, Peripheral Installation
- **Tools:** Wireshark (Basic), Git, Help Desk Support, Team viewer, teams
- **Documentation:** SRS, SDS, Test Plans
- **Soft Skills:** Communication, Problem-Solving, Teamwork, Adaptability, Analytical Thinking
- **Languages:** English (Fluent), Swahili (Native), Spanish (Basic)



Multilingual Wellbeing Chatbot (2025)

- Developed a wellbeing chatbot using the Meta Developer Suite with WhatsApp Cloud API as the messaging platform.
- Integrated Gemini 2.5 Pro to handle conversational intelligence, user prompts, and dynamic wellbeing responses.
- Implemented secure webhook processing and multi-language support for English, Swahili, and Spanish.
- Hosted backend services on Google Cloud with database management through Google Cloud SQL.
- Focused on accessibility, responsive user interactions, and reliable delivery of wellbeing guidance across regions.



To secure an entry-level role in IT Support, Web Development, or Systems Administration where I can apply my skills, grow professionally, and contribute to reliable technology solutions.



Hati Cloud Document System (2025) - Built a secure cloud-based system for storing, managing, and retrieving important personal and business documents.

AffordablePicks Kenya Platform: Designed and deployed a digital sourcing platform using HTML, CSS, and JavaScript & Django.



- Volunteering in community-based tech training
- Exploring emerging digital tools and innovations
- Hands-on PC building and troubleshooting
- Christian fellowship and ministry involvement
- Reading on tech trends and personal growth

REFERENCES

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