

MULI MUTUKU JOHN

ATHI RIVER, MACHAKOS, KENYA 90100 | 0759246346 | johnmutuku6520@gmail.com

PROFESSIONAL SUMMARY

Enterprising Intern with excellent customer service, public speaking and IT skills. Meets tight deadlines and performs well under pressure. Personable and customer-focused with positive attitude and willingness to learn. Possesses strong analytical problem-solving abilities and pays attention to details. Focused on contributing to operations and projects while developing important skills and foundational career knowledge.

SKILLS

- Data management
- Records administration
- Billing and coding
- Project management
- Digital archiving
- Set up devices
- Maintain systems
- Planning
- Teamwork
- Creative thinking
- Collaboration
- Troubleshoot service issues

EXPERIENCE

APRIL 2023 - AUGUST 2023 **Internship Student** | *ATHI RIVER SHALOM COMMUNITY HOSPITAL* | *ATHI RIVER, MACHAKOS*

- Understood and learned different types of technology used on projects.
- Paid close attention to real-world scenarios and work of qualified professionals to develop deep and meaningful understanding of ICT.
- Handled, manipulated and analyzed data and information responsibly.
- Identified, resolved and escalated issues impending project success.
- Learned about office and organizational operations and how to add value to team.
- Collaborated with team to develop and update policies, procedures and guidelines.
- Managed multiple tasks and prioritized work to meet strict timelines.
- Utilized databases, spreadsheets and graphics to create statistical reports.
- Tracked and maintained digital and hard copy filing systems.

APRIL 2021 - SEPTEMBER 2021 **Sales Promoter** | *TELCOM KENYA* | *MOMBASA, KENYA*

- Develop and maintain relationships with customers, generating new leads, and retaining existing accounts
- Promote the services and products of the organization through in-person meetings, by phone, and through the Internet
- Identify and develop new business opportunities for the organization
- Research, analyze, and evaluate customer needs and issues to determine appropriate solutions
- Identify potential market opportunities for the organization

- Develop and implement strategies to build and maintain relationships with existing customers
- Identify and define customer needs, and then develop and implement strategies to meet those needs

EDUCATION

2024 *Bachelor of Science: **MATHEMATICS AND COMPUTER SCIENCE*** JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY, JUJA, KIAMBU

2019 *High School Diploma: **KCSE*** KITONDO BOYS HIGH SCHOOL, MBUMBUNI, MAKUENI

2015 *PRIMARY SCHOOL: **KCPE*** MBEE PRIMARY SCHOOL, KATHIANI, MACHAKOS

LANGUAGES

ENGLISH, Fluent

SWAHILI, Fluent

VOLUNTEER-EXPERIENCE

- Volunteer, Kathiani sub-county, 2022

HOBBIES

- Coding and programming
- Writing and blogging
- Sports