

VICTOR MUKANGI MWOLOLO

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Professional Summary

Reliable and hardworking professional with a background in fast-paced environments, emphasizing equipment operation, safety, and teamwork. Demonstrated ability to follow instructions and collaborate effectively, supported by experience in customer service and manual roles. Recently trained in cybersecurity through an ethical hacking course, gaining foundational skills in network security, vulnerability assessment, and digital safety. Eager to apply both hands-on experience and cybersecurity knowledge in a dynamic and security-conscious workplace.

Skills

Technical skills:

Computer troubleshooting, network connectivity, data entry.

Software proficiency:

- Microsoft Office Suite: Word, Excel, PowerPoint
- Familiarity with virtual labs and cybersecurity tools (e.g., TryHackMe, Wireshark, Nmap, Burp Suite)

Customer service:

Problem resolution, client communication, customer satisfaction.

Communication:

Excellent written communication, excellent verbal communication, active listening.

Interpersonal skills:

Collaboration, adaptability, flexibility, teamwork, detail oriented, time management.

Other skills:

Inventory management, training, scheduling.

Experience

LSG SKYCHEFS

Nairobi, Kenya

Contracted via: Bimep Africlean Limited (Feb 2025 – Present)

Previously: Professional Clean Care (March 2024 – Feb 2025)

Steward

- Operated and maintained specialized cleaning equipment's:
 - Floor Scrubbers for maintaining pristine condition across multiple zones.
- Operated dishwashing machine ensuring proper sanitation of all cutlery and utensils.
- Adhered to rigorous safety protocols: Strictly followed the company safety guidelines, including; Chemical Handling, PPE and Slip and Fall prevention.
- Collaborated effectively with team members to ensure efficient and timely completion of cleaning tasks, contributing to positive and productive work environment.
- Prioritized tasks for effective time management.
- **Continued same role under new contractor without interruption in responsibilities.**

Biopharma Ltd

Nairobi, Kenya

Steward

August 2023- January 2024

- **Mastered Tablet Sorting and Quality Control:** performed meticulous sorting of pharmaceutical tablets, visually inspecting for defects, and adherence to quality standards, minimizing product errors.
- **Executed precise packaging and sealing operations:** operated automated packaging equipment to accurately fill and seal medication containers, maintaining consistent fill levels.
- **Maintained a clean and organized work environment:** Adhered to strict hygiene and sanitation standards in the processing area, contributing to a safe and efficient work environment.
- **Collaborated with team members to achieve production goals:** Worked effectively as part of a team to meet daily production targets, demonstrating a strong work ethic and commitment to quality.
- **Attention to detail:** Demonstrated a high level of attention to detail, crucial in the pharmaceutical industry to avoid errors and ensure patient safety.

Septem Computer Services

Makueni, Kenya

Cyber Café Attendant

July 2021- June 2023

- **Troubleshoot and resolved technical issues:** Diagnosed and resolved hardware and software problems, including printer malfunctions, internet connectivity issues, and software compatibility conflicts.
- **Managed and maintained computer systems:** Performed routine maintenance on computer systems, including software updates, virus scans, and hardware cleaning, ensuring optimal performance and reliability.
- **Provided internet and software application assistance** to an average of 20+ customers daily, resulting in increased customer satisfaction.
- **Handled point of sale transactions:** Processed customer payments, managed cash transactions, and maintained accurate financial records.
- **Ensured a safe and organized environment:** Maintained a clean and organized workspace, providing a comfortable environment for customers.

The Joseph's Computer Training Center

Makueni, Kenya

Computer Trainer

March 2020- June 2021

- **Provided one-on-one and group instruction** on a variety of computer software and hardware topics, including Microsoft Office Suite, operating systems, internet navigation, and basic troubleshooting.
- **Developed and maintained strong relationships** with clients, providing excellent customer service and ensuring their satisfaction with the training programs.
- **Stayed up-to-date on the latest technology trends** and best practices in computer training, ensuring that training programs remained relevant and effective.

Education

PLP Academy

Software Development

Nairobi, Kenya

July 2025 – Present (*Ongoing*)

Cyber Shujaa Program - USIU-Africa

Certificate in Ethical Hacking

Intensive training in cybersecurity

Nairobi, Kenya

March 2025- July 2025

ABC Maiani Boys' High School

Kenya Certificate of Secondary Education

Makueni, Kenya

2016-2019

Certifications

Cybersecurity- CISCO Networking Academy– July 2025

Certificate of publishing - Echoes of Fantasy– May 2022

Certificate of authorship- Ocean of Words– October 2021

Certificate of authorship- The Precious Core – July 2021

Certificate of authorship- Garden of Wild Roses – May 2021

Certificate of competency- Huawei Digitruck – March 2021

Certificate of completion- The Joseph's Computer Training Center – January 2020

References

Geoffrey Muendo

Manager- The Joseph's Computer Training Center

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