

Curriculum Vitae

Paul Gachichio Magu

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Bio Data

Gender: Male

Marital Status: Single

Date of Birth: 17/03/1998

Nationality: Kenyan

Personal Profile

I am a highly dedicated professional with an aspiring progressive career. I am self-driven, ambitious, innovative, analytical, a fast learner, and I pride myself on being a true team player with good interpersonal skills. I possess a great desire and drive to prosper in all work that I venture into. I desire to work in a highly competitive and dynamic organization specializing in providing quality standards to enable me to gain exposure in shape me to face current needs.

	2018 - 2022	B.Sc. Applied Computer Science Kisii University Attained: Second Class Honors
	2014 - 2017	Kenya Certificate of Secondary Education Nakuru Day Secondary School Attained: C+

Work Exper ience	2025 – Date	Teleperformance Kenya - Mombasa
	<p>Position: IT Specialist</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Troubleshooting technical issues and providing solutions • Escalating unresolved issues to appropriate departments • Documenting support interactions and resolutions 	

- Supporting onboarding and offboarding of team members
- Assisting with account setup and access issues
- Managing and tracking support tickets

Work Experience

2024 - 2025

Teleperformance Kenya - Mombasa

Position : Technical Support

Responsibilities:

- troubleshooting tech problems
- handling complaints, building strategies for improving the overall customer experience, and fostering loyalty

Work Experience

2023

CFAO Kenya, Nakuru

Position: Spare Parts Assistant

Responsibilities:

- Assist customers in identifying and purchasing the correct parts
- Keep the store clean, organized, and welcoming
- Maintain records of sales.
- Stock taking

**Work
Exper
ience**

2023

Count Government of Nakuru

Position: ICT Intern

Responsibilities:

- Optimizing network performance and maintaining servers
- Troubleshooting tech problems
- Server maintenance
- Collecting Feedback from County Clerks

Hobbies

Swimming, Adventure, Playing piano

Referees

Hezron Mutua

IT Lead Teleperformance

Contact : +254700719769

Joyce Wambui

Team Manager, Teleperformace

Contact: [+254752700382](tel:+254752700382)

David Ng'ang'a

Quality Coach at Teleperformance

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Dr. Benard Maake

Lecturer Kisii University

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