

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.

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

<p>Work Experience</p>	<p>2025 – Date</p>	<p>Teleperformance Kenya - Mombasa</p>
<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 		

		<ul style="list-style-type: none"> • 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
		<p>Position : Technical Support</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • troubleshooting tech problems • handling complaints, building strategies for improving the overall customer experience, and fostering loyalty

		<p>Position: Spare Parts Assistant</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Assist customers in identifying and purchasing the correct parts • Keep the store clean, organized, and welcoming • Maintain records of sales. • Stock taking
Work Experience	2023	Count Government of Nakuru
		<p>Position: ICT Intern</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • 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, Teleperfornace

Contact: [+254752700382](#)

David Ng'ang'a

Quality Coach at Teleperformance

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Dr. Benard Maake

Lecturer Kisii University

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