Catherine Muthoni Thuku

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# CAREER OBJECTIVE

To grow and ultimately become a professional in IT management and business analysis. I aim to enhance my skills by learning from others and applying my knowledge to solve emerging problems in the research and IT fields. I am committed to embracing challenges and opportunities with resilience and performing tasks to the best of my abilities. I strive to contribute positively through teamwork and collaboration, aligning with the mission, vision, and goals of the organization.

# SKILLS

* Project Management
* Data Analysis
* Programming: C, C++, JavaScript, SQL
* Communication and Teamwork
* Proficient in MS Office (Word, Excel, PowerPoint)
* Troubleshooting hardware and software issues
* Operating Systems: Windows, Linux, macOS
* Network protocols and configurations
* Analytical and problem-solving abilities

# PROFESSIONAL EXPERIENCE

* Customer Support – Hotel, Narok

Jan 2024 – Mar 2024

• Delivered excellent customer service to guests and handled inquiries efficiently

• Managed bookings and assisted with front desk operations

• Maintained a positive attitude under pressure and resolved customer issues promptly

* Attachee – Teknerve System Company, ICT Department — Nairobi

May 2022 – July 2022

• Troubleshot hardware and software issues

• Configured network protocols and supported users in the department

• Developed and maintained SQL-based databases

• Implemented basic cybersecurity measures to ensure data integrity

# PROJECTS

• Business Project: The Effects of TQM Practices on Customer Satisfaction in Institutions of Higher Learning in Kenya

• IT Project: Property Management System for Rental Houses

- Developed a database management system using SQL to organize and retrieve information efficiently

- Implemented security measures to protect sensitive data and ensure data integrity

# EDUCATION

Bachelor of Business Information Technology  
Jomo Kenyatta University of Agriculture and Technology (JKUAT), July 2024  
Second Class Honors

# CERTIFICATIONS & TRAINING

Certified Public Accountant (CPA) – Ongoing

# LANGUAGES

* English – Fluent (written and spoken)
* Kiswahili – Fluent

# INTERESTS

* IT and Networking
* Customer Service
* Continuous Learning
* Sales

# REFEREES

* Elijah Kariuki  
  ICT Manager, Teknerve System Company  
  Phone: 0723114375  
  Email: ekariukitech@gmail.com
* Dr. Gordon Opuodho  
  Lecturer, JKUAT  
  Phone: 0708289764  
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* Samuel Mwangi Ndumbe  
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