

PETER MUGAI THUITA

PERSONAL INFORMATION

DATE OF BIRTH: 26/08/1982**PLACE OF BIRTH:** Nyandarua **NATIONALITY:** Kenyan**MARITAL STATUS:** Single

ADDRESS

CELL: +254724874400, +97455598441,

EMAIL: peterthuita@yahoo.co.uk.

PERSONAL ASSESSMENT

Motivated individual with ICT hardware and software expertise seeks opportunity in second-line support capacity. Builds rapport through excellent communication for positive staff and customer relations. Experienced in team and project leadership for productive department running. Adaptable ICT Help Desk Manager with experience providing first-class care in busy customer-facing roles. Communicates complex technical concepts clearly and concisely for improved service-user understanding. Organized and self-motivated with excellent leadership skills for excellent department productivity. Logical thinker with top problem-solving abilities. Communicates well with non-technical audiences for speedy resolutions. Background in delivering exceptional customer service whilst carrying out maintenance and repairs. Trained IT worker skilled with hardware and software. Analytical in investigating problems, tracing root causes and correcting routine or serious issues. Communicates easily with technical and non-technical personnel to deliver quality support.

WORK HISTORY SUMMARY

TECHNICAL SUPPORT OFFICER, VERTEX TECHNOLOGY

Qatar, Doha |2022 - 2023

- providing on-site POS system and CCTV installation, training, and troubleshooting.
- Scheduled upgrades and configuration to align management information systems.
- Practiced confidentiality with sensitive customer information to protect privacy.
- Researched latest information to stay abreast with trends.
- Identified skills and performance gaps to provide resources and additional training.
- Implemented ICT support procedures and techniques to achieve maximum quality and continuous service improvement.
- Tracked team performance to provide feedback and status reports to management.
- Observed performance of hardware and software to maintain functionality and reliability.
- Implemented guidelines and procedures to support IT department.
- Attended service liaison meetings with customer representatives to raise awareness and update policies and strategies.
- Reset passwords of customers to provide data protection.

LIMOUSINE DRIVER, ART HOUSE LIMOUSINE COMPANY

Qatar, Doha |2020 - 2022

- Achieved high customer ratings on mobile booking systems.
- Delivered outstanding customer experiences with friendly and professional approach.
- Cared for customer safety by dropping off at secure locations.
- Delivered mobility assistance for passengers with disability.
- Analyzed peak times and adapted shifts to meet customer demand.

- Utilized GPS navigation systems to optimize route planning.
- Maximized fares by covering airports and popular nightlife spots.
- Kept vehicles spotlessly clean and tidy for maximum customer comfort.
- Determined and collected fares according to meters.

FOREMAN/SUPERVISOR, RIGHTLOOK SERVICES LIMITED

Qatar, Doha |2018 - 2019

- Utilized tools, machinery and equipment following safety measures.
- Prioritized tasks and adjusted schedules following good weather.
- Maintained exceptional levels of health and safety in line with guidelines for continued staff wellbeing and company compliance.
- Hired and managed contractors to deliver expected goals.
- Collaborated with property owners and tenants to address needs.
- Led laboring teams by driving continued productivity to reach targets.
- Upheld highest quality standards in various tasks to achieve exceptional finished-project results.
- Offered adequate resources to meet project schedule and timely deadlines.

AGENCY BANKING, FAULU BANK

Mombasa, County|2017 - 2018

- Collected and analyzed financial data to determine creditworthiness and advise appropriate structure.
- Provided high-quality support to department management by preparing frequent lending activity reports.
- Consistently monitored loan repayment performance, promptly taking action to collect from past-due accounts.
- Sourced new business through strategic networking to maximize investment opportunities.
- Built and carefully managed loyal, profitable client bases.
- Translated financial jargon for complete client understanding.
- Promoted new financial products for enhanced investment scope.
- Advised clients on relevant insurance for maximized investment security.

PROPERTY / FIELD MANAGER, NYUMBA – LINK LIMITED

Nairobi County |2015 - 2016

- Handled negotiations with outside vendors and service agencies to meet group needs.
- Oversaw facility maintenance and allocated needed resources to meet standards.
- Created classification systems to manage archives.
- Maintained smooth-running business operations by delegating priorities to staff abilities.
- Created digital file classification system for company-wide use.

DATA /ENTRY LIMOUSINE DRIVER, QATAR GOVERNMENT TRANSPORTATION COMPANY (MOWASALAT

Qatar, Doha |2013 - 2015

- Achieved high customer ratings on mobile booking systems.
- Offered flexible schedule to meet company and customer needs.
- Managed vehicle maintenance and repairs to deliver stable service.
- Checked oil and tire pressure to support reliable vehicle function.

COMPUTER TECHNICIAN, CHRISTIAN COMMUNITY SERVICES OF MT. KENYA EAST

Kerugoya County |2006 - 2010

- Installed well-functioning LAN/WAN and managed IP, servers and other network components.
- Kept high levels of customer satisfaction, explaining complex technical concepts in layman terms for easy comprehension.

SKILLS

- Service desk management
- Office 365
- Microsoft Outlook
- Microsoft Office 365
- Desktop support services
- Application support
- Trello
- Odoo
- Active Directory
- Team management
- Google Mail
- Performance reporting
- Windows expertise

LOCATION: NairobiKenya

RESPONSIBILITIES**TRAINED BELOW PACKAGES:-**

- MS word MS Access MS Excel
- MS Power point adobe Page maker.
- Publisher
- Quick-Books

SKILLS ACQUIRED

- Build a computer from individual parts based on predefined requirements.
- Install and configure multiple operating systems such as Windows 7/8, Server 2012, Linux, and BSD.
- Performing upgrades, new installations and carrying out routine procedures.
- Configure machines in a virtual environment.
- Create routed network environments, both physically and virtually.
- Compile and maintenance of an accurate inventory of hardware and software and tools.

OTHER PROFICIENCY

- Driving BCE 5 years' experience
- Qatar Driving -License 4years experience
- Total driving experience - 9years both right and left hand roads.

HOBBIES

- Playing Tennis
- Reading computer related materials e.g. Journals.
- Internet browsing.
- Listening to music.

EDUCATION BACKGROUND

2010 -2013 **KENYA METHODIST UNIVERSITY**
Bachelors Degree in Business Information Technology (KEMU
Nairobi Campus).

- 2009-2010 **KENYA METHODIST UNIVERSITY**
Diploma in Business Information Technology (KEMU
Nairobi Campus).
- 2004-2005 **ASSOCIATED COMPUTER SCIENCE INSTITUTE**
Higher National Diploma in IT/ Computer engineering
- 2003-2004 **QUICK TECH COMPUTER COLLEGE**
Diploma in Computer Servicing and Maintenance
Computer Society of Kenya Certification

PACKAGES:-

MS word ,Access, Excel, Power point, adobe Page maker, Publisher, Quick-Books

- 1999-2002 **ST. MARY HIGH SCHOOL**
O level Certificate
- 1990-1998 **BONGO PRIMARY SCHOOL**
Primary Level Certificate

PROFICIENCY IN THE FOLLOWING LANGUAGES.

- Fluent in English and Kiswahili, and understand little of Arabic and French

REFEREES

1. Mr. Sifone
Director Art House Doha Qatar
Cell: +97455031637.
2. Mrs. Janet Daudi
Human Resource Manager – Asewe Advocate
Cell: +254723373752
3. Mrs. Zipporah Mwaniki
Executive Secretary
Christian Community Services of Mt. Kenya East (CCSMKE)
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