

MERCY MUTHONI MURITHI

**Computer Systems Engineer | ICT Support | Networking | Online Digital
Marketing | Sales Representative**

Nairobi, Kenya

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PROFESSIONAL SUMMARY

Computer Systems Engineer with experience in ICT support, airstrip technical records online digital marketing, and sales representative. Skilled in troubleshooting computer systems, C++ language, networking, administrative support, and customer engagement. Demonstrated ability to work independently, manage multiple responsibilities, and deliver quality results under minimal supervision. Passionate about technology, education, and business growth, with strong communication, organizational, and problem-solving skills.

CORE SKILLS

Technical Skills

Computer Networking

ICT Support & Troubleshooting

Microsoft Office Suite

Computer Systems Maintenance

Technical Documentation

Data Management

Professional Skills

Communication & Interpersonal Skills

Team Collaboration

Time Management

Customer Service

Digital Marketing

Social Media Management

Sales & Lead Generation

Problem Solving

PROFESSIONAL EXPERIENCE

- Sales Representative - Ebeneza Fiber Network Limited
November 2025 – May 2026

Market and sell fiber internet solutions to residential and business clients.

Identify prospective customers and generate sales leads.

Build and maintain strong customer relationships.

Assist customers with service inquiries and product information.

Contribute to achieving organizational sales targets.

- Social Media Manager & Digital Marketer - Glam Haven Beauty Parlor
May 2025 – August 2025

Managed social media platforms and online marketing campaigns.

Developed promotional content to increase customer engagement.

Improved brand visibility through digital advertising strategies.

Monitored campaign performance and customer interactions.

- Computer Teacher - Kenia College
May 2024 – August 2024

Taught computer studies and ICT-related subjects (Computer packages)

Assisted students in practical computer applications.

Prepared lesson plans, assessments, and learning materials.

Supported learners in developing digital literacy skills.

- Chat Moderator - Cloudworkers Agencies UK
January 2024 - September 2025

I was chatting with people from UK and US, providing high-quality communication support to maintain active user engagement.

I was working everyday remotely on my laptop for 8 hrs a day and some days I could work for extra hours.

- Technical Records team- Aeronav Maintenance
May 2023 – August 2023

Maintained and updated technical maintenance records.

Assisted in document control and compliance procedures.

Verified accuracy and completeness of maintenance documentation.

Supported operational and administrative processes.

- ICT department - Independent Electoral and Boundaries Commission (IEBC)
August 2022

Assisted with ICT support during election operations.

Supported system setup and troubleshooting activities.

Participated in data management and technical support tasks.

Ensured smooth operation of ICT equipment.

EDUCATION

- Postgraduate Diploma in Education at Kirinyaga University
From September 2025 – Present (Will finish in August 2026)
- Bachelor of Science in Computer Systems Engineering at Kirinyaga University
From September 2021 to April 2025
- Kenya Certificate of Secondary Education at Kaaga Girls' High School
From January 2017 to April 2021
I scored a B+ (68 Points) in the KCSE

- Kenya Certificate of Primary Education at Chogoria Girls' Boarding Primary School
From January 2013 to November 2016
I scored 380 marks in the KCPE

CERTIFICATIONS

- Certificate of Participation in How AI Will Change Our Day-to-Day Life
London School of Digital Business (UK) in association with Chhattisgarh Swami Vivekanand Technical University, India in August 2024
- Certificate of basic skills in academic writing from the founder of Writelab (Edwin O. Owiye)
- Foundational C# with Microsoft from FreeCodeCamp issued in November 2023
- Certificate of virtual assistant from alx on 26th November 2024

ADDITIONAL INFORMATION

Driving

English: Professional speaking and writing

Swahili: Professional speaking and writing

German: Beginner speaking and writing

REFERENCES

Available upon request