Ernest

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**MARITAL STATUS** MARRIED

**NATIONALITY** KENYAN

**LANGUAGE** ENGLISH, KISWAHILI

**RELIGION** CHRISTIAN

***CAREER OBJECTIVE***

Being a team player that can work under no supervision, I seek to engage with a company or organization that will provide me with a dynamic and challenging environment and an opportunity to learn more. Consequently, I promise to serve and uphold the image of the firm to the client and general public by conducting myself in its best interest.

***PROFESSIONAL BACKGROUND***.

**DIPLOMA**

**COMPUTER SERVICE AND MAINTENANCE**

**Subject Title:**

Micro-computer Systems Installation and Maintenance

Computers and Computing

Networking

**CERTIFICATES:**

**ELECTRONICS MAINTENANCE AND REPAIR**

Basic electronic

Advance electronic

Radio maintenance and repair

Television maintenance and repair

**COMPUTER MAINTENANCE AND REPAIR.**

Introduction to the computer data communication

Business communication

Software packages

Basic and advanced electronic

PC maintenance and repair

Digital electronic

**NETWORK ADMINISTRATION**.

PC network setup

Networking essentials

Networking 1 (Windows 98 and Novel NetWare)

Networking 2 (Windows NT and Linux UNIX)

Internet administration

**ACADEMIC BACKGROUND**

**Sep 2007 – April 2008 :** Zetech Computer College

**Jan - march 2008** **:** Fourth Dimensions Computer College

**2002 - 2004 :** Kenya Christian Industrial Training Institute

**1994 - 1997 :** Passenga Secondary School.

**1985 - 1992 :** Simba Primary School

**2005**

Running my business as a computer, electronic and cellular phone dealer and technician.

**2008 TO DATE**

Currently working in al Ghandi electronics as a parts executive.

**Nature of business:** After Sales Service of Appliances (**PHILIPS – Consumer Electronics, Whirlpool Appliances, KitchenAid**, Voltas, McQuay)

**Duties and Responsibilities:**

* Sell spare parts to customers across the counter.
* Answer customer phone inquiry (and monitor their parts order).
* Dealing with Institutional customers like Union Properties, Arenco, Al Tayer Real Estate, Emaar Properties etc. and Major Hotels like Rotana Group, Hyatt, Jumeirah Beach Hotel, Ramada and other leading hotels in connection with sales of spare parts. Offering Maintenance contract for repair and maintenance of White Goods, AV Items, Air conditioners & security systems to institutional customers.
* Dealing with dealers like Carrefour, Lulu, Jacky’s, Plug Inns etc. in connection with marketing & Sales of PHILIPS and Whirlpool products.
* Order parts (and follow-up) to PHILIPS and Whirlpool Italy, USA, and China and Urania (Terim) through e-mail.
* Receive spare parts from different suppliers as per order re-confirmation and invoice.
* Prepare and release spare parts for technician, showrooms, walk-in customers and credit customers.
* Preparing Quotation against inquiries from customers and Institutional customers.
* Process the receiving of parts (entering into the system) by making Goods Receipt Voucher (GRV), both for local and import.
* Make and process Local Purchase Order (LPO) to acquire spare parts from local suppliers.
* Monitor LPO’s of customers.
* Make and process Parts Quotation as per material inquiry of customers.
* Make Sale-Invoices / Service-Invoices (both for Credit and Cash) and Internal Job Invoices as per parts sales and job services.
* Sell spare parts to customers across the counter.
* Answer customer phone inquiry (and monitor their parts order).
* Report generation and analysis.
* Make and maintain organized filing of all documents concerning the above responsibilities.

### Annual physical verification of inventory.

**SKILLS**

* Skilled in Mobile / Cell phone repairs, troubleshoot and programs