

DANIEL MURIMI NJIRAINI

IT Support & Customer Systems Professional

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Addressed to Whom this Application concerns.

Dear Sir/Madam/Mr/Mrs,

I am writing to express my interest in opportunities within your organization where I can apply my background in IT support, customer systems, and technical problem-solving. With a Diploma in Information Technology from Jomo Kenyatta University of Agriculture and Technology (JKUAT) and hands-on experience supporting live customer operations, I bring a combination of technical grounding and practical, results-driven service delivery.

Since February 2025, I have worked as a Customer Service Agent at CCI Kenya, supporting the Whatnot account in a live-platform, high-volume environment. In this role, I resolve technical and account issues under time pressure, maintain accuracy and composure across high call and chat volumes, and consistently meet service-level targets. This work has sharpened my ability to diagnose problems quickly, communicate clearly with diverse users, and stay reliable under pressure — skills that translate directly to IT support, technical helpdesk, and customer systems roles.

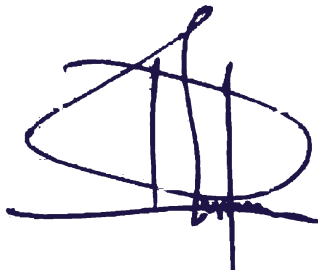
My IT training at JKUAT (Diploma in IT, January 2023 to August 2024, building on an earlier Certificate in IT with Credit Pass) gave me a solid foundation in systems support, troubleshooting, and applied technology, which I have continued to build on independently — including developing a property management system with M-Pesa payment reconciliation and AI-assisted features, and building and deploying web-based tools from the ground up. This self-directed project work reflects both technical initiative and an ability to see a build through from concept to a working, deployable product.

I am fluent in English and Swahili, which allows me to communicate effectively and build rapport across a wide range of customers and contexts — a strength I have applied daily in customer-facing roles. Alongside my primary role, I also work as a driver-partner with Uber, which has reinforced my time management, independence, and ability to perform reliably with minimal supervision.

I am reliable, detail-oriented, and quick to learn new systems, and I take genuine initiative in building my technical skills beyond what any single role requires. I would welcome the opportunity to bring this combination of IT grounding, customer service experience, and self-driven technical ability to your team. Please find my CV attached for further detail on my experience and qualifications.

Thank you for considering my application. I look forward to the opportunity to discuss how I can contribute to your organization.

Sincerely,



Daniel Murimi Njiraini