



SAMUEL NGANGA NDUNGU

IT Expert/ Digital Sales and Marketing Executive

Dynamic IT Specialist with a proven track record in delivering top-tier technical support and driving digital sales and marketing initiatives. Adept at providing comprehensive IT solutions and troubleshooting to optimize system functionality and enhance user experiences. Skilled in leveraging digital marketing strategies to amplify brand visibility, generate leads, and foster customer engagement. Committed to driving business growth through innovative IT support and impactful digital sales and marketing campaigns.

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SKILLS

L1 & L2 Desktop Support

Networking & Installations

Purchasing & Invoicing

Client Relations

Digital Marketing

Call Center & Customer Support

Teamwork Collaborations

Project Management

Analytical Skills

Adaptability

Problem Solving

B2B/B2C Sales

Excellent Communication

Attention to Details

Tech Enthusiast

Social Media Management

Database Management

Ecommerce (Amazon, Shopify, Noon, Carrefour, Etc)



WORK EXPERIENCE

IT Support/ Digital Sales & Marketing Executive

Premier Computers Group

10/2022 - Dec 2024

Dubai, UAE

Achievements/Tasks

- Develop and execute digital marketing strategies to drive online sales and lead generation.
- Manage digital advertising campaigns across various platforms such as Google Ads, social media, and email marketing.
- Create compelling content for digital channels including websites, blogs, and **Social Media Posts** to engage audiences and promote products/services.
- Manage **e-Commerce** platforms like **Amazon, Shopify, and Noon**, optimizing product listings, driving traffic, and enhancing customer experience to boost sales and profitability.
- Provide all technical assistance and troubleshooting support to end-users for hardware, software, and network issues.
- Install, configure, and maintain computer systems, networks, servers, and peripherals.
- **B2B, B2C and Corporate Sales & Account Management.**
- Respond to IT tickets and inquiries promptly, resolving issues efficiently to minimize downtime.
- Implement backup and recovery procedures to safeguard data integrity and continuity of operations.
- Process RMA

IT Technician

Stalwart Solutions LLC

06/2020 - 09/2022

Dubai, UAE

Achievements/Tasks

- Diagnose and troubleshoot hardware, software, and network issues.
- Install, configure, and maintain computer systems, peripherals, and software applications.
- Perform routine maintenance tasks such as system updates, patches, and backups and Provide technical support to end-users via phone, email, or in-person.
- Respond to service tickets and prioritize tasks based on urgency and impact.
- Document technical procedures, configurations, and troubleshooting steps.
- Collaborate with team members and other departments to resolve complex issues.
- Conduct training sessions for end-users on IT equipment and software usage and Stay updated on industry trends, technologies, and best practices.



WORK EXPERIENCE

IT Support/ Sales

Sharpwit Technologies Ltd

01/2018 - 02/2020

Nairobi KENYA

Achievements/Tasks

- Provide technical assistance and support to customers or clients experiencing IT-related issues or inquiries.
- Troubleshoot hardware, software, and network problems, diagnosing and resolving technical issues efficiently.
- Install, configure, and maintain computer systems, software applications, and peripheral devices.
- Manage stock inventory by products, coordinated with productions for weekly reconciliation, ensuring accurate stock record weekly.
- Prepared transactional documents in system such as local purchase orders, good receipt notes, debit notes and credit notes by daily
- Identify opportunities for cross-selling or upselling IT products or services to existing clients.
- Contribute to the development and implementation of IT support and sales strategies to achieve business objectives and revenue targets.
- Provide feedback to management on customer requirements, market trends, and product/service enhancements to drive business growth and customer satisfaction.

Retail Sales/Cashier

Quickmarts Supermarkets Ltd

11/2016 - 01/2018

Nairobi KENYA

Achievements/Tasks

- Provide exceptional customer service by greeting and assisting customers courteously, offering product recommendations, and addressing inquiries or concerns.
- Process sales transactions accurately and efficiently using cash registers or POS systems, handling various forms of payment securely.
- Maintain a clean and organized sales area, including shelves, displays, and checkout counters, while monitoring and replenishing inventory as needed.
- Utilize upselling and cross-selling techniques to maximize sales opportunities and meet targets collaboratively with the team.
- Ensure compliance with company policies and procedures regarding sales, returns, and exchanges, while verifying identification for age-restricted purchases.
- Stay informed about current promotions, discounts, and sales events, and actively participate in training sessions to enhance product knowledge and sales skills.



EDUCATION

Advance Diploma in Computer Science

Nairobi Institute of Business Studies.

2020

Kenya

Certificate in Digital Marketing.

Institute of Advanced Technologies

2017

Kenya



TECHNICAL SKILLS

Adv Microsoft Office & Office 365

IT&Networking

ICDL Cert

Zoho Books

All Operating Systems

Photoshop/Illustrator



PERSONAL DETAILS

Date of Birth

03 - 11 - 1995

Nationality

Kenyan

Marital Status

Single

Visa Status

Cancelled Visa - Immediate Joining



LANGUAGES

English



REFERENCES

Available upon request.