



RONALD NGATIA WANJIRU

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ngatiaronald2015@gmail.com/ Passport No. AK0425857/ Kenyan

PROFESSIONAL SUMMARY

As a Slot Technician, my expertise lies in maintaining and repairing electronic machines, as well as ensuring their optimal performance. I possess a comprehensive knowledge of electronic troubleshooting techniques, which allows me to effectively identify and resolve issues. I am skilled in utilizing diagnostic tools and software to detect and address faults quickly and efficiently. With my attention to detail and commitment to customer satisfaction, I am confident in my ability to excel in this field.

CORE COMPETENCIES

- ✓ Technical skills
- ✓ Attention to details
- ✓ Time management skills
- ✓ Customer service skills
- ✓ Problem solving skills
- ✓ Adaptability

PROFESSIONAL EXPERIENCE

Sky City Casino

Slot Technician | 02 February, 2020 - Present

- Maintenance and repair of electronic gaming machines:
- Testing and certification
- Training and support:

Millionaire Casino

Slot Technician | 11 April, 2019 - 28 October, 2020

- Inventory management:
- Training and support
- Maintenance and repair of electronic gaming machines

Eastleigh Casino

Attendant | 03 September, 2014 - 27 November, 2019

EDUCATION

2020-2022 | Diploma in electricals and electronics

Overall grade Credit (Diploma certificate awarded)

2015- | St Teresa Church

Certificate in Computer packages

competent in:

- Microsoft Office Suite | word, PowerPoint Excel and outlook
- Salesforce
- Adobe Creative Cloud

2011-2014 | Rubate High School

Certificate in Secondary Education (KCSE) Awarded

2000-2008 | Mathari Primary School

Certificate in Primary Education (KCPE) Awarded

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COVER LETTER

Dear Hiring Manager,

I am writing to express my strong interest in the Slot Technician position currently available at your organization. With over 5 years of experience in slot machine maintenance and repair, I believe that my skills and qualifications make me an ideal candidate for this role.

In my previous position at Sky City Casino, I was responsible for troubleshooting and repairing various types of slot machines, including video poker machines and electronic table games. I also performed preventative maintenance tasks, such as cleaning and inspecting machines on a regular basis, to ensure that they operated efficiently and accurately.

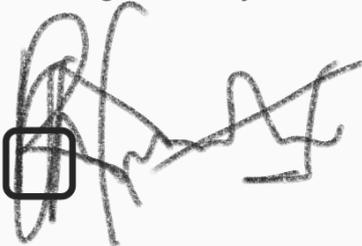
In addition, I have a deep understanding of the technical aspects of slot machines, including knowledge of various programming languages and systems, such as SAS and IGT Advantage. I am also well-versed in the use of diagnostic equipment, such as multimeters and oscilloscopes, and have experience in wiring and soldering.

Furthermore, I am committed to providing excellent customer service and have developed strong communication skills, both with customers and with other members of my team. I am always willing to go above and beyond to ensure that guests have a positive experience and that machines are operating at their best.

I am confident that my technical expertise, strong work ethic, and commitment to customer service make me a great fit for this position. Thank you for considering my application. I look forward to the opportunity to further discuss my qualifications with you.

Sincerely,

Ronald Ngatia Wanjiru

A handwritten signature in black ink, appearing to read 'Ronald Ngatia Wanjiru'. The signature is stylized and somewhat cursive. A small black square box is drawn over the bottom left portion of the signature.