

Clinton Mulela Mafoli

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Location: Nairobi, Kenya

Professional Summary

Business Information Technology graduate from Zetech University with expertise in data analysis, software development, and financial management. Skilled in delivering IT-driven business solutions, enhancing decision-making, and streamlining operations. Experienced in customer support, data management, and financial services with strong communication, teamwork, and problem-solving abilities.

Education

Zetech University – Nairobi Bachelor of Business Information Technology (Sept 2021 – Nov 2024)

Shikunga High School – Kakamega County K.C.S.E Certificate (2017 – 2020)

Work Experience

Call Center Officer | Oya Microcredit Ltd

October 2024 – November 2025

Handled inbound and outbound customer calls, assisting clients with inquiries about financial products and services. Provided timely solutions to customer issues while maintaining a high level of professionalism and customer satisfaction. Updated and maintained accurate customer records in company systems and followed up with clients to ensure successful resolution of their concerns. Developed strong communication, problem-solving, and client relationship management skills.

Data Entry Operator | Invisible Technologies

January 2022 – May 2024

Accurately managed and processed large volumes of data across multiple systems and platforms. Verified, cleaned, and organized data to maintain accuracy and consistency in client records. Generated data reports to support business operations and decision-making. Collaborated with remote teams across different time zones to improve workflow efficiency and implemented process improvements that helped reduce data entry errors and turnaround time.

Finance Intern | Amica Credits & Savings

May 2024 – September 2024

Supported loan processing and risk assessment through financial analysis while ensuring compliance with lending policies and procedures. Assisted in maintaining accurate financial records, preparing member statements, and generating reports. Engaged with clients to provide financial guidance and improve customer satisfaction. Collaborated with senior officers in loan approvals and contributed to internal audits and operational improvements.

Technical Skills

Programming: C#, HTML, CSS, JavaScript

Frameworks: ASP.NET Core, MVC, Entity Framework Core, RESTful APIs

Databases: SQL Server, MySQL

Core Skills

Communication & teamwork, problem-solving, adaptability, customer engagement, report writing, documentation, and leadership.

Projects

Hiring Inventory Management System – Developed a system to manage rental of event equipment including inventory tracking, bookings, and payments.

Online Driver Booking System – Built a platform connecting customers with drivers including booking, payments, and ratings.

Old Age Home Management System – Developed a system for elderly client registration, room booking, payments, and reporting.

MKULIMA MDOGO ACCESS – Co-founded a pay-as-you-go public Wi-Fi project targeting affordable internet access in underserved communities.

Languages

English, Swahili

Referees

Available upon request.