

MAGETO MOMANYI DUNCAN

 P.O BOX 73–40202,
KEROKA, Kisii, 40202,
Kenya

 +254 717887687/+254
725688850

 magetoduncan@gmail.com

EDUCATION

BSC MATHEMATICS & BUSINESS WITH IT

MASENO UNIVERSITY,
KISUMU
2019

Majored in Procurement

COMPUTER FUNDAMENTALS

KEROKA TECHNICAL
TRAINING INSTITUTE,
KEROKA
2015

Foundational Software
Applications

KENYA CERTIFICATE OF SECONDARY EDUCATION

AMABUKO MIXED
SECONDARY EDUCATION
2014

KCSE
Aggrigate B+

SKILLS

Microsoft Office 365 (Word,Excel,
Access, Publisher)

Python (Basics)

Internet Computing

Statistical Analysis with R
Software

Management Information Systems
(MIS)

Teamwork

Good Leadership

Time-Management

LANGUAGES

English

Kiswahili

HOBBIES

1. Handball Player; Teamwork. 2.
Debates; Public Engagement.

REFERENCES

IBRAHIM NJUKI

Watu Credit LTD (Branch
Manager)
P: 0728160778
E: injuki@watuafrika.com

SAMMY YAKWA

Platinum Credit LTD (Country
Sales Manager)
P: +254717452970
E: sammy.yakwa@platinumcr
edit.co.ke

GITONGA MURIITHI

Mwananchi Credit LTD (Group
General Manager)
P: +254722865413
E: gitonga.muriithi@mwanan
chicredit.com

DR. JACOB CHESANG'

Maseno University
P: +254720607245
E: jachesang@gmail.com

EXTRA- CURRICULAR ACTIVITIES

ASSOCIATION OF BUSINESS STUDENTS (MUABS)

MASENO UNIVERSITY,
KISUMU
AUG 2015 - NOV
2019

Active member of Maseno
University Association of
Business Students (MUABS)
& Maseno University
Procurement and Supplies
Students & Alumni
Association (MUPSSAA).

PROSPA- K

KISII UNIVERSITY &
MASENO UNIVERSITY
MAY 2017 - AUG
2019

Union seminar Head and
attendance.

INTERNSHIP

IT ASSISTANT & DATA ANALYST


MASABA SOUTH COUNTY
OFFICE
MAY 2019 - JUL 2019

DRIVING LICENSE

DRIVING LICENSE CATEGORY

Class B

ABOUT ME

 I am a results-driven professional with extensive experience in managing financial services, loan processing, and client relations within the SME sector. I excel in risk assessment, credit analysis, and portfolio management, with a proven track record of driving business growth and enhancing customer satisfaction.

My expertise includes strategic planning, financial advisory, and market expansion, combined with strong leadership skills in guiding teams to exceed performance targets. I am recognized for my ability to optimize operational efficiency, ensure compliance, and develop tailored financial solutions that meet the unique needs of small and medium-sized enterprises.

WORK EXPERIENCE

BRANCH MANAGER | OCT 2024 - PRESENT

PLATINUM CREDIT LTD , SOTIK

- Led branch operations, including loan processing, customer service, and sales activities, ensuring efficiency and alignment with organizational goals.
- Developed and implemented sales strategies, resulting in increased loan portfolio growth and achievement of branch targets.
- Managed a team of loan officers and support staff, providing coaching, performance evaluations, and setting clear performance expectations to drive branch success.
- Ensured compliance with regulatory requirements and internal policies, conducting regular audits and reviews to maintain operational integrity and minimize risks.
- Built and maintained strong client relationships through effective communication and tailored financial solutions, enhancing customer satisfaction and retention.
- Monitored branch performance metrics, analyzed financial reports, and implemented corrective actions to improve profitability and operational efficiency.
- Conducted market research to identify new business opportunities, develop new products, and adapt services to meet the needs of the local community.
- Oversaw credit assessments and loan approvals, ensuring thorough evaluation of creditworthiness and adherence to risk management protocols.
- Enhanced operational efficiency by streamlining processes, optimizing resource allocation, and implementing cost-saving initiatives.
- Led community outreach programs to promote financial literacy and increase brand visibility, contributing to the institution's mission of financial inclusion.

ADMINISTRATOR | DEC 2023 - DEC 2024

SISMEXY DIAGNOSTIC & MEDICAL CENTER

- Managed daily operations of the medical facility, including scheduling, patient flow, and staff coordination to ensure smooth and efficient service delivery.
- Oversaw patient records and documentation, ensuring accuracy, confidentiality, and compliance with healthcare regulations and standards.
- Coordinated with medical and administrative staff, facilitating communication and collaboration to optimize patient care and streamline facility processes.
- Implemented and monitored facility policies and procedures, ensuring adherence to healthcare regulations, and improving operational efficiency.
- Handled financial and administrative tasks, including budgeting, billing, and insurance claims processing, to maintain fiscal responsibility and support the facility's financial health.

ASSISTANT BRANCH MANAGER | FEB 2023 - NOV 2023

MWANANCHI CREDIT LTD, HOMABAY

- Managed customer relationships by providing support and guidance on financial products and services, enhancing client satisfaction and retention.
- Oversaw loan processing and disbursement, ensuring accurate and timely handling of loan applications and maintaining detailed loan records.
- Supervised and trained branch staff, set performance goals, and ensured compliance with company policies and standards.
- Drove sales and business development by promoting loan products, cross-selling services, and identifying new business opportunities within the community.
- Ensured compliance with regulatory requirements and participated in risk assessment and mitigation efforts to safeguard branch operations.
- Managed daily branch operations, including cash management, account maintenance, and administrative tasks, to ensure operational efficiency.
- Resolved customer issues promptly, ensuring a high level of customer service and satisfaction across all branch interactions.
- Monitored branch performance metrics, generated reports, and supported the Branch Manager in analyzing data to improve efficiency and profitability.
- Engaged with the local community to promote financial products and services and participated in outreach activities to enhance financial inclusion.
- Assisted the Branch Manager in strategic planning and decision-making, contributing to the successful execution of branch initiatives and goals.

ASSET FINANCE RECOVERY OFFICER & EMERGENCY RESPONSE OFFICER

| AUG 2022 - JAN 2023

WATU CREDIT LTD

- Executed asset recovery operations by tracking, repossessing, and managing non-performing loans to minimize financial losses and improve asset quality.
- Negotiated payment solutions with clients, including restructuring loans and setting up repayment plans, to maximize recovery rates and maintain customer relations.
- Coordinated emergency response efforts during crisis situations, ensuring swift action and communication to protect company assets and minimize risks.
- Conducted risk assessments and developed strategies to mitigate potential losses, enhancing the effectiveness of recovery processes and safeguarding company interests.
- Maintained compliance with legal and regulatory standards by ensuring all recovery and emergency response activities adhered to established guidelines, reducing legal exposure.

BRANCH MANAGER | OCT 2020 - JUN 2022

PLATINUM CREDIT LTD , KEROKA SME

- Led branch operations, including loan processing, customer service, and sales activities, ensuring efficiency and alignment with organizational goals.
- Developed and implemented sales strategies, resulting in increased loan portfolio growth and achievement of branch targets.
- Managed a team of loan officers and support staff, providing coaching, performance evaluations, and setting clear performance expectations to drive branch success.
- Ensured compliance with regulatory requirements and internal policies, conducting regular audits and reviews to maintain operational integrity and minimize risks.
- Built and maintained strong client relationships through effective communication and tailored financial solutions, enhancing customer satisfaction and retention.
- Monitored branch performance metrics, analyzed financial reports, and implemented corrective actions to improve profitability and operational efficiency.
- Conducted market research to identify new business opportunities, develop new products, and adapt services to meet the needs of the local community.
- Oversaw credit assessments and loan approvals, ensuring thorough evaluation of creditworthiness and adherence to risk management protocols.
- Enhanced operational efficiency by streamlining processes, optimizing resource allocation, and implementing cost-saving initiatives.
- Led community outreach programs to promote financial literacy and increase brand visibility, contributing to the institution's mission of financial inclusion.

TEAM SUPERVISOR | NOV 2019 - OCT 2020

PLATINUM CREDIT LTD , KITALE SME

- Led and motivated a team of loan officers, setting performance goals, providing ongoing training, and conducting regular evaluations to enhance team productivity and achieve branch targets.
- Monitored loan processing activities, ensuring timely and accurate approval and disbursement, while maintaining high standards of customer service.
- Conducted risk assessments and compliance checks, ensuring that all loan applications met company policies and regulatory standards, minimizing default risks.
- Developed and implemented sales strategies, working closely with the team to identify market opportunities, drive customer acquisition, and expand the client base.
- Resolved escalated client issues by providing effective solutions and support, strengthening client relationships and enhancing overall customer satisfaction.

LOAN OFFICER | JUL 2019 - NOV 2019

PLATINUM CREDIT LTD , KITALE SME

- Evaluated and processed loan applications, conducting thorough credit assessments and interviews to determine client eligibility and mitigate risk.
- Developed tailored financial solutions for SME clients, advising on suitable loan products and terms to meet their specific business needs.
- Managed a portfolio of SME clients, ensuring timely follow-ups, monitoring repayments, and maintaining a low default rate through proactive relationship management.
- Conducted market research and outreach activities to identify potential clients, expand the customer base, and promote the institution's loan products within the community.
- Ensured compliance with lending policies and regulations, maintaining accurate documentation and adhering to internal processes to uphold the integrity of loan disbursement.