

CALVIN MUGWE

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PROFESSIONAL SUMMARY

Cybersecurity professional with a Bachelor's degree in Information Forensics and Security and hands-on experience in fintech operations, data privacy, and mobile application security. Committed to protecting digital assets, ensuring regulatory compliance, and mitigating security risks through technical expertise and international legal frameworks.

CORE COMPETENCIES

Cybersecurity & Forensics • Data Protection & Privacy (GDPR/Data Protection Act) • Cisco Ethical Hacking • Mobile Application Security • Fintech Risk Management • Incident Response • International Law & Sustainability • CRM Security

PROFESSIONAL EXPERIENCE

Customer Support Representative **Oct 2024 – May 2026**

Assurant (via CCI Kenya)

Managed insurance claims and repair processes, ensuring rigorous documentation and adherence to data privacy standards. Coordinated secure troubleshooting for T-Mobile and US Cellular customers.

Customer Support Representative **Jun 2024 – Oct 2024**

T-Mobile (via CCI Kenya)

Provided secure support for telecommunications, account troubleshooting, service activation, and billing. Resolved complex security-related customer complaints and maintained performance targets.

Co-Founder **Oct 2023 – Jan 2024**

Self-Employed (Salamapay254)

Spearheaded operations for an escrow fintech platform, prioritizing secure transaction processing and user data integrity. Implemented data management practices to protect sensitive client information.

Contract Specialist Intern **Mar 2023 – Oct 2023**

AICO Management Consultants

Supported contract management with a focus on documentation security and compliance. Managed secure data collection via Zoho CRM.

EDUCATION & CERTIFICATIONS

BSc Information Forensics & Security, KCA University

Cisco Ethical Hacker, Cyber Shujaa (2024)

Sustainability/Intl Law, University of Cambridge (2023)

Data Protection Cert, CIPIT, Strathmore University

Data Protection Cert, ISACA Kenya Chapter

Android App Security, Mobile Hacking Lab

VOLUNTEER & PROJECTS

Volunteer, AfriLad Conference, Nairobi

StartupGrind/Business Week, Sarit Center

REFERENCES

Will provide upon request.