



PROFESSIONAL CV & COVER LETTER SAMPLES

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DAVID CHINTENGO

265-123-1234 / YourEmail@email.com / www.linkedin.com/CareerReload / City name, Malawi

PUBLIC AFFAIRS | PUBLIC RELATIONS EXECUTIVE

Record of consistent results with crisis response, negative press, product recalls and corporate re-imaging.

Intuitive professional reputed an expert at critically evaluating operational and program shortcomings, then instituting innovative policies and procedures to recapture and secure membership, revenue, profitability, and staff buy-in. Acknowledged throughout career for demonstrating rational decision making: weighing facts and parlaying the most pertinent information and follow-up accordingly. Exemplary ability to distill the most effective course of action in response to large scale crisis, negative publicity, and languishing internal/external communication protocols. Employs astute relationship building skills that foster teamwork and cooperation at all levels and with key external stakeholders.

AREAS OF EXPERTISE

- Crisis & Issues Management
- Product Recall Planning
- Member & Board Relations
- Strategic & Tactical Planning
- Marketing Campaigns
- Research & Reporting
- Policies & Procedures
- Public Reputation Management
- Media Spokesperson
- Public & Media Relations
- Special Event Coordination
- Corporate Correspondence
- Legal & Legislative Affairs
- C-Level Presentation Coaching

QUALIFICATIONS IN ACTION

DIRECTOR, COMMUNICATIONS & MARKETING

SOP CORP, Lilongwe

Sep 2018 - Present

Recruited to provide strategic public relations (PR), external communications, media savvy, and marketplace research leadership for the country's leading online electronic debit service provider. Set the foundation for the newly created PR Department. Central figure during the developmental phases of the MW CONNECT Online payment services including the full scope of PR and marketing programs and budgets. Headed efforts to share public positioning, manage issues and crisis incidents threatening the reputation of the brand and shared services. Reviewed all publicly disseminated information.

Leadership: Cemented a stabilized, consistent and intuitive data exchange platform for the corporate head office and vital communication channels to membership of up to 90 - 145 across the country. Oversaw a professional staff of four. Granted an annual K40M budget.

- Engaged in Executive Committee functions to hone the overall operations reporting to the Board of Directors representing the shareholders: BMO, CIBC, RBC, Malawibank, XYZ Group and Credit Union of Malawi.
- Navigated the 100% increase in negative media coverage pertaining to fraud and fees by executing a targeted PR and marketing communications programs. Recaptured 50% preferred payment service standing among Malawians.
- Delineated Association vs. Membership job duties, fostering a more positive and focused work climate.
- After Competition Bureau's directive to open marketplace, endorsed a minimum membership fee. Dual results were quality benchmarking for those who have access to Canadians' bank accounts, as well as a previously untapped Association revenue stream.

Internal Communications: Garnered support and unity of purpose by conducting semi annual "all in meetings".

- Assembled internal departments with outside advertising, PR and research agencies. Briefed attendees on business direction and specific, current issues.
- Urged suppliers to work together freely without using SOP CORP as a conduit. Advice taken with many suppliers partnering together to meld business relations.

- Heightened member familiarity of service continuum by preparing information binders, advisory handbooks, newsletters, and special alerts. Armed them with standardized messages/answers for use during a crisis.

Public Awareness: Recognized the need to gain consumer support to mitigate fraud by launching the *Protect Your PIN* icon campaign on all Malawian ABMs and POS terminals.

- Generated education packages during rollout to train bank/credit union staff to inform customers about the purpose and significance of the new icon without creating fear. Insight well recognized.

Strategic Writing: Granted autonomy to pen corporate communication including press releases, fraud mitigation collaterals, annual reports, newsletters, brochures, speeches and stakeholder communications. Asked to review written materials from other, senior level staff.

- Formulated key messages and background documents for use by all major banks and pertinent associations.
- Crafted high impact press releases, netting as much as K35M+ in broadcast and print coverage and reaching 7+ million domestic and 20 million international audiences from a single press release.
- Trusted to uphold the market stance of Interac as world leader in direct payment and shared cash services. Wrote compelling speeches for CEO/ Senior Executives to deliver at national and international forums.

Media Relations: Relied upon to deliver consistently sound information exchange as the corporate chief media/business spokesperson.

- Leveraged benchmark research to drive annual service awareness campaigns by releasing results to the media. Without exception, secured extensive exposure.

Brand Development: Elevated corporate presence via consistent brand-building measures.

- Refortified service identity after Advertising Division slashed promotional funding. Responded with an aggressive three year plan which returned consumer awareness to earlier level.

Member Management: Benchmarked quality standards, enacting fines for non-compliance of rules.

- Formalized prerequisites for potential and new members. Specified timelines for technical testing and integrated a fee structure to candidate members to assess in-house expertise to participate in the services.

Crisis Containment: Expertly negotiated with the media to obtain public retractions immediately upon the release of skewed or unfounded information.

- Facilitated communications programs to educate federal, provincial and municipal law enforcement authorities to contain negative impact of nation-wide, public statements citing increased fraud potential when using the Interac electronic services. In tandem, countered negative publicity by coining key messages to maintain public confidence. Coordinated focus group to vigilantly monitor the most effective messages.

SENIOR DIRECTOR, PUBLIC AFFAIRS

Malawi LTD

Feb 2013 – Aug 2018

Accepted this senior-most role after continuous successive promotions for this leading consumer packaged food goods producer. Central point of contact for all business, financial and consumer media relations. Designated to directly interface with appropriate government agencies on issues like food safety and tariffs. Spearheaded the strategy and direction of all internal and external communications; senior management counsel; product recalls; and plant closures. Structured a SAP R/3 company-wide communications program.

Public Reputation Management: Counseled CEO and Senior Management on all aspects of public reputation management. Strengthened internal training by launching the Senior Management Leadership Program.

- Sidestepped possible negative public perception of reduced charitable contributions during corporate downsizing. Personally, presented at several conferences on corporate responsibility and charitable giving explaining the retooled strategy and its effectiveness.

Crisis Management: Staved off a K200M brand franchise loss by engaging in quick countermeasures to a pasta-manufacturing product quality issue. Convinced Health Protection that it was a taste issue and not a health hazard. The product was quietly recalled without incident.

- Leveraged experienced skill-set to tackle a contentious and complex situation involving the parent company, Native Malawian artist, and the corporate commitment to create a sculpture for Malawi's embassy in Cairo. Artist overshot budget by k10.85M at the same time as corporate downsizing occurred, resulting in project delays. Overturned negative media and embassy criticism to a positive outcome, with the sculpture, "John Chilembwe" being completed and appearing on the new K200 bill.

Brand Development: Assisted Brand Managers with development of cost efficient, positive public awareness raising PR programs. Impact-rich results garnered K10M in media coverage on three product launches

DIRECTOR, PUBLIC RELATIONS/PUBLIC AFFAIRS

Requested to serve as a stabilizing influence during this time of extensive mergers, acquisitions, divestitures and leveraged buy-outs. Presided over programming to support various crisis issues including downsizing, plant closings, plant strike, national product recalls related to product safety/product failure. Demonstrated unwavering leadership during these extremely chaotic, unpredictable and dangerous times. Central point of contact with international parent company to ensure consistent promotion of Nabisco and its (350) brands.

Event Coordination: Headed all logistics for multiple, high profile fundraising initiatives earning as much as 250K per year for a single event. Secured speakers and celebrities Faith Popcorn, Bobby Orr, Jack Nicklaus, and Dr. David Foot.

- Organized two top 100 leadership conferences each year, an exclusive culmination of the top performing 100 people from all functional areas across the country.

Marketing: Revitalized numerous product lines, innovatively structuring unique promotional campaigns. Captured media attention from Global, Canadian Living, and Chatelaine.

MANAGER, CORPORATE COMMUNICATIONS

Selected to develop Shareholders' communications and honed internal/external information exchange programs, including a bilingual communications, orientation and training program for the (McKinsey) corporate downsizing initiative.

Earlier work includes HR positions at Nabisco and Reporter & Editorial roles for Global Television

EDUCATION

Master of Arts in Mass Communications

Nsanje University

May 2014

- CGPA 3.9/4.0
- Graduated Cum Laude

Bachelor of Arts in Journalism

Liwonde University

May 2008

- CGPA 3.9/4.0
- Graduated Cum Laude

Strategic Management Of Investor Relations Certificate

University of Kenya

May 2019

Employee Benefits Certificate

University of Makelele

May 2017

Employee Benefits Certificate

University of Makelele

May 2014

DEALER PRINCIPAL / SENIOR SALES EXECUTIVE

Agricultural Machinery / Agricultural Commodities / Farming Equipment

QUALIFICATIONS PROFILE

Performance driven, commercially astute Senior Executive with 30+ years delivering outstanding returns within the agricultural industry captured through combining incisive ability to strategize and execute forward-thinking revenue-generating solutions and excellent product knowledge. Specialize in evolving markets and related opportunities with outstanding track record for the research and accurate diagnosis of appropriate industry and customer approaches, driving rapid customer acquisition and retention. Possess keen focus on revenue growth, setting and achieving aggressive targets, and complex decision making to synchronize with rapidly changing market conditions. Cross-functional team leadership and management, facilitating large-scale operational change and advancement within a highly competitive industry.

AREAS OF EXPERTISE

- Organization Restructure & Process Redesign
- Policy/Procedure Development & Review
- Negotiations, Presentations & Consultations
- Key Alliance & Relationship Management
- Financial & Contract Negotiations
- Sales Training & Team Empowerment
- Performance & Productivity Improvement
- Communication & Interpersonal Excellence
- Business Development & Turnaround
- Strategic Planning & Vision
- Competitive Market Positioning
- Innovative Promotions & Advertising
- Budget Forecasting & Achievement
- Acquisition Negotiation & Integration
- Recruitment, Selection & Training
- Analytical & Conceptual Problem Solving

WORK EXPERIENCE

Worked in the family business originally established in 1997, specializing in sales/servicing of John Deere products including 70HP-450HP tractors, combine harvesters and seeding equipment. Growing operations from 1 to 4 highly profitable branches and a staff of 60+, servicing a broad client base covering a combined area of 60 hectares in Thyolo

Dealer Principal, April 2000-Present / Director, 2002-Present

Assume pivotal leadership role influencing growth and optimization across all areas of operations positioning company for a decade of rapid expansion into grain trading, transportation, chemical, and traditional farm machinery sales. Instrumental in transforming a single outlet machinery dealership with approximately 25% market share and K56M annual sales to a four branch enterprise, market leader with 75.2% John Deere product share, and a combined income of K106M per annum.

Steer and optimize operational efficiency and profitability; ensure performance targets are achieved and adequate finances are available to underpin continued business expansion. Train, supervise and motivate staff; empower and infuse confidence in all department heads to take ownership of the business; and encourage a collaborative and supportive culture throughout the organization. Foster strong customer relationships to maximize client satisfaction and repeat business.

- Redeveloped underperforming grain trading business in 1992, propelling market share by 66%, sales by 75%, bottom-line profitability by 88% and storage from 5,000 to 30,000 tonne per annum,

becoming a substantial earner for the company. Business later sold with funds instrumental in financing Thyolo dealership expansion strategy.

- Championed development of a highly successful general and bulk freight transportation business in 1993 with annual revenues of K47.6M, later sold for a lucrative profit to allow expansion into core business of machinery sales.
- Pitched and won buy-in of key stakeholders to sell grain and transportation businesses and refine marketing thrust to a specialization and expansion into farm machinery sales, following recognition of potential growth within this area in 2010. Researched, strategized business plan, and consummated deal within 2 months.
- Aligned operation to realize real growth in absorption factor target of 110%, currently at 75%.
- Ranked Number 1 dealership for John Deere products sold for the past two consecutive years.

Business Redevelopment & Specialization

- Consolidated company within farm equipment sales, exploiting economies of scale, purchasing power and spreading risks over varying geographical areas (weather and different modes of primary production).
- Captured steady and sustainable market share growth, reflecting 25%-2000; 30%-2001; 35%-2002; 49%-2003; 58%-2004, boosting annual sales from K33m to K98M over the past 10 years.

Dealership Setup & Expansion

- Launched Dedza dealership from ground up in 2008; solely arranged takeover pre-work; recruited manager; and initiated strategies that have built the business into a 55M operation with steady growth in whole goods sales, parts and services.
- Co-founded JD dealership in Salima in 2006; sourced suitable premises; located talented staff, successfully developing a strong dealership within a crucial food growing area of Nkhotakota.
- Contributed industry and business operations prowess to the newly-established Thyolo dealership in 2009.

Valuation & Appraisal

- Harnessed exceptional appraisal/valuation talent to reap lucrative profits on the purchase of used farming equipment both privately and at auction nationwide.
- Renowned expert within the industry requested to value and appraise machinery during partnership dissolutions and farm auctions, etc.

Marketing & Customer Relations

- Developed numerous market-penetrating and revenue-boosting TV, print and website marketing and advertising campaigns that secured 89% return on investment.
- Fostered strong customer relationships by orchestrating customer group special events, social functions and IT training seminars building a solid client base of repeat and referring customers.

Product Launch, Market Penetration & Profitability Growth

- Amplified revenues and profit margins by 66% through launching new product/company lines including CRT, Honda, Kohler, Flexicoil, Sakundiak, Hardie and Horwood Bagshaw. Remained abreast of industry innovations and new product releases throughout Europe and Africa through regular business trips.
- Steered company through devastating market plunges caused by droughts and low commodity prices by slashing operational expenditure through temporarily repositioning staff to other branches and bringing outstanding annual leave liabilities up-to-date.
- Exploited quiet periods by utilizing staff to perform plant/building maintenance, and minimized loss of key people by staying focused on forthcoming season upturns.

Operations & Staffing

- Recaptured department managers' focus and commitment through initiating annually reviewed, clearly written goals/targets and key performance indicators.
- Revitalized and maintained staffing efficiency and performance by introducing management bonuses, open book policies, World Class Dealership program, and an active social club.
- Overcame challenges of differing dealership policies/procedures and arising communication difficulties inherent in business advancement by helping to orchestrate Branch Business Managers that enabled concentration on sales, new opportunities and other crucial business operations.
- Enhanced efficiency organization-wide by deploying streamlined uniform procedures and forms.
- Instrumental in implementing cutting-edge fully integrated 24/7 on-line accounting and stock control system, professionalizing entire financial/inventory management and monitoring process.

Seed Co, Zomba

2006 - Present

Seed Co is the leading certified seed company authorized to market seed varieties developed by itself, government and other associated seed breeders in over fifteen (15) African countries.

Managing Director

- Negotiated, secured and grew importing business to a K250M annual revenue operation with continuing execution of market and sales-enhancing initiatives set to underpin continued growth and profitability across the United States agricultural marketplace.
- Forecast and set annual sales targets; procure suitable stock levels 6 months prior to selling seasons in March/April and September/October; outsource manufacture of standard drive belt guards and fitment; and supervise team of 6 in the loading/unloading of approximately 75 augers per year.
- Influenced up-selling by expanding product offerings and subsequent revenues with complementary grain auger lines, including Hawes Auger Mover – an OHS initiative that reduces operator strain by eliminating manual lifting/positioning, and Reverse Gearbox – allowing easy access for equipment cleaning.
- Sourced, set-up, nurtured, and continue to expand 3 profitable retail distributors capturing market share within Kasungum Nkhatabay and Kalonga territories.

AWARDS & SPECIAL RECOGNITION

John Deere Credit Award – within the top 10 for writing finance contracts

Top Dealer Award in the group for market share (2004)

Top Dealer Award in the group for market share (2003)

John Deere World Class Dealer – Pilot Program (2000)

One of seven people handpicked from throughout Africa to participate within a pilot program positioned to boost dealership standards regionwide by teaching skills and techniques to develop best-in-class standards.

John Deere Dealer Quality Control Council (2000-2003)

Key advisor to John Deere Inc., on issues impacting Dealers around the globe including Australia and New Zealand.

EDUCATION | CERTIFICATIONS | TRAINING

Certificate IV in Business (Frontline Management) – 2004: BSST Consulting

Safe Handling & Sales of Chemicals – 2006: AgSafe

Bachelor's Degree - 2005: University of Malawi

Countless hours of courses through John Deere Training School, including:

*Techniques of Professional Sales - Selling Management Product - Knowledge Accounting - Sales Systems
- Business Management*

PROFESSIONAL ASSOCIATION

Farm Machinery Dealers Association

TECHNICAL INVENTORY

*Computer Fiscal Services (CFS) Accounting Software - John Deere Pricing Configurator - Microsoft Word -
Microsoft Excel - SAP (Wholegoods/Spareparts Invetor Systems) -QATS (John Deere Finance Quoting
System) - Internet - Email*



AMANDA PHIRI

SENIOR EXECUTIVE ADMINISTRATOR

 +265 881 044 484  aphiri@efflux.com  Blantyre, Malawi

PROFILE

Registered with the Institute of Chartered Accountants in Malawi (ICAM)

Senior Executive with MBA in Finance and proven expertise in administrative and financial management of large complex projects as well as outstanding expertise in change management, providing visionary leadership, strategic insight, and competitive plans during challenging economic periods. Specializes in the field of international development with experience in managing international donor-funded projects. Spearheaded the successful delivery of complex Cooperative Agreements and Contracts including prime awards and sub-awards.

Positive leadership style, eliciting high levels of respect and loyalty from clients. Successful in building and empowering productive, quality teams who "see the vision" and own it. Consultative business partner integrating financial, operations, and administrative know-how to achieve objectives.

Well-honed executive presentation and communication skills, with ability to connect benefits and value of recommendations to stakeholders' needs. Combine strategic and tactical financial expertise with strong foundation of general management, quality and process improvement, transaction structuring and negotiations, and proactive Board and staff relations to maintain environment of positive accountability.

WORK EXPERIENCE

Project Concern International (PCI), Malawi

2019 - Current

Senior Executive Administrator

Executive Office Management

- Serves as confidential executive administrator to the CEO; Drafts correspondence, recommendations, reports, and memoranda related to issues on behalf of the CEO.
- Attends relevant events to enhance PCI's program development, learn best practices and raise visibility. Participates in PCI's innovation efforts and in teams on innovation initiatives
- Manages and supports the CEO with external meetings, including correspondence, preparing materials and documentation, research, and standing in at meetings if deemed appropriate.
- Manages CEO's appointment calendar: Schedules and prioritizes appointments and meetings to maximize CEO engagement and ensure the achievement of organizational goals; advises CEO of daily schedule; and works closely with the CEO to ensure effective and timely follow up.
- Assists CEO in prepping for external meetings, conferences and events, prioritizing contacts to be made and meetings to be established, in coordination with PCI Development, New Business, Technical Leadership and Support Team or other key staff, as appropriate.

- Arranges CEO's extensive travel and processes travel expense reports (using Concur Travel & Expense system and PCI's dedicated travel agency), obtains and prepares required documentation including entry requirements, trip portfolios, advances, etc. Travels with CEO when required.
- Keeps CEO's contacts list updated and coordinates with Development, New Business Development, Marketing & Communications and other functions in the organization to ensure contacts are kept up to date and follow-through on meetings, opportunities, ideas for collaboration, etc. is effectively and efficiently carried out.
- Supports CEO's fundraising activities and maintains CEO's donor contact information in CRM system; Ensures that information pertaining to contacts with donors, potential donors, partners and potential partners are shared with the appropriate staff and is documented and uploaded into the organization's CRM.
- Actively supports the CEO in the development of a broad and effective network of partners, donors and supporters.
- Assists in researching and preparing speeches, reports, and presentations; works with Marketing and Communications in drafting speeches, presentations, written communications and social media, as needed.
- Approves and processes weekly checks, check requests, invoices, and timesheets, and provides CEO seal/signature for formal documents as authorized and supported by formal written approval.
- Maintains files and records of the Executive Office. Manages the Executive Office budget as directed.
- Builds relationships and liaises with all staff as needed to ensure a smooth working relationship with the Executive Office and so necessary arrangements/information is shared
- Manages and supports the CEO with external board positions, including correspondence, preparing materials and documentation, research, and standing in at meetings as appropriate
- Supports the CEO in tracking and completing performance planning & management process for all CEO's direct reports.

International Office Leadership Team (IOLT) Support

- Schedules IOLT group functions, meetings, and offsite retreats
- Prepares agendas, takes notes, and tracks action items for all IOLT meetings
- Maintains IOLT materials, bios and other related information
- Provides facilities assistance as needed

Supervisory Responsibilities

- Supervises the DC Office Coordinator; establishes performance expectations, collaboratively develops and assesses progress towards annual performance goals, and provides ongoing guidance
- Coordinates closely with the SD Office Coordinator; directs h/her work as it relates to CEO administrative activities

Batonga Foundation

2014-2019

Senior Manager, Administration & Finance

Provided both operational and programmatic support to the organization. Defined the process and implemented the infrastructure and systems needed to support substantial organizational growth over for five years. Continued to build and manage effective and streamlined administrative/financial systems, including financial, accounting, legal, information technology (IT), human resources (HR), and physical infrastructure.

Served as a member of the senior leadership team, participating in strategic planning, evaluation, and professional development initiatives, as well as planning for the organization's expansion to multiple new sites. Managed field accountants and program staff who were responsible for the financial management and reporting of grants.

Financial Management

- Oversaw, budgeting, financial forecasting, and cash flow for administration, existing programs, and proposed new sites.
- Oversaw all purchasing and payroll activity for staff.
- Prepared monthly and annual financial reporting materials and metrics for the Executive Director and the Board of Directors, including reconciliations, grant-based financial reports, financial statements and cash flow projections.
- Participated in the drafting of prospective programmatic budgets, and determining cost effectiveness of prospective service delivery.
- Monitored banking activities of the organization.
- Ensured adequate cash flow to meet the organization's needs.
- Ensured maintenance of the inventory of all fixed assets
- Hired, managed, and retained support staff as needed in the future.

Audit

- Oversaw the coordination of all audit activities.
- Ensured all audit issues are resolved, and all compliance issues are met, and the preparation of the annual financial statements is in accordance with federal, state and other required supplementary schedules and information.
- Worked closely with the Executive Director and the Board's Finance and Audit Committee to ensure timeliness and completion of all audit activities.

Administrative Leadership and Management

- Support the Executive Director on the organization's financial, budgeting, and administrative processes—including HR, payroll, and benefits functions—with an eye to continuously developing and improving systems.
- Lead the design of an IT plan for the future, and implement it successfully to meet IT needs (hardware and software) as the organization grows.
- Manage the organization's physical infrastructure, physical plant, and system maintenance (phone system, security, cleaning, supplies, etc.).
- Develop and maintain systems of internal controls to safeguard financial assets of the organization and oversee awards and programs.
- Ensure adequate controls are installed and that substantiating documentation is approved and available such that all purchases may pass independent and governmental audits.
- Investigate cost-effective benefit plans and other fringe benefits for employees and ensure all insurances and benefits are up to date.

Strategic Planning:

- Work with the executive management on the strategic vision including fostering and cultivating stakeholder relationships on city, state, and national levels, international as well as assisting in the development and negotiation of contracts.
- Assist in performing all tasks necessary to achieve the organization's mission and help execute staff succession and growth plans.
- Assess the benefits of all prospective contracts and advise the Executive Team on programmatic design and implementation matters.

Finance Officer

Procurement

- Received quotations and recommended vendor selection in line with the m2m procurement policy.
- Prepared procurement documentation such as sole source justifications and file them accordingly
- Reviewed Purchases requisitions and quotations for accuracy and VAT compliance before obtaining sign off from the Finance and Operations Manager
- Reviewed documents to setup new suppliers in the accounting system and ensure all required documents are supplied and filed.
- Ensured supplier information and do relevant background checks and terrorist/debarment checks
- Ensured monthly payment reports are produced for the cash flow analysis
- Participated on updating list of preferred vendors for CHAMP and suggest new vendors required for the CHAMP project

Accounting

- Prepared liquidation reports for staff travel and salary advances and other unliquidated purchases orders per organizational and USG parameters
- Investigated and resolved liquidation of purchase orders per m2m guidelines and follow-up with Finance Officer and Operations and Administration Assistant

Budget Management

- Prepared the CHAMP cash request for review and sign off by the Finance and Operations Manager
- Prepared USAID advance disbursements and liquidations reports for review and acceptance by the Finance and Operations Manager
- Prepared the CHAMP accruals report for review and sign off by the Finance and Operations Manager
- Updated the CHAMP budget on to the Adaptive system and identification of cost drivers and also assist preparing budget notes for the CHAMP budget
- Conducted initial reviews of financial reports and budgets for subrecipients and help ensure their compliance to USG standards and facilitate review and sign off by the Finance and Operations Manager
- Reviewed the monthly bank reconciliations for the CHAMP for submission to the Finance and Operations Manager for review

Assets and other administration

- Maintained the fixed asset register and reconcile the sub-ledger and general ledger on a monthly basis
- Conducted routine asset checks as per the asset register and policy
- Prepared other summaries for review by the Finance and Operations Manager and HR Officer

United Purpose**2010 - 2012**

Finance & Administration Officer

mothers2mothers**2007-2009**

Finance Assistant (Intern)

E D U C A T I O N

Master of Business Administration (MBA)

2016

Eastern and Southern African Management Institute (ESAMI)

Bachelor's degree in Applied Accountancy, Auditing and Information Systems (BAAAIS).

2007

Malawi College of Accountancy

James Chipala

Analyst Programmer • Business Systems Analyst • Developer Programmer



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PROFILE

International experience and exposure to diverse technologies, cultures, and business operations underscores more than 6-years' experience in the IT sector. Acknowledged for capacity to analyze issues, expedite innovative solutions, and build the type of consensus-driven environment that contributes to on time, on-budget delivery. Track record for absorbing volumes of technical information, conceiving realistic solutions, and bridging the gap between technology limitations and business/management expectations. A service- and client-focused professional, with proven team leadership strengths.

Areas of Professional strengths include:

- System Analysis & Design
- Business Administration
- Cost Reduction/Containment
- Risk Analysis/Justifications
- Team Leadership
- End-User Training
- Operations Management
- Process Improvements
- Technical Specifications
- Critical Problem-solving
- Project Management
- Application Development
- Issue Resolution
- Client Relationship Management

Technology Snapshot

- Microsoft Office Professional
- Windows 10/8/2000/XP
- OO Design
- Visual Basic 6
- Visual C#, C++, C
- Geomedia/Geomedia Pro
- ASP.Net
- Prolog
- Java
- Microsoft Project
- Microsoft FrontPage
- LAN/WAN
- Network Design
- VB.Net
- UNIX (Linux, Solaris)
- Visual Manufacturing
- ADO.Net
- Eiffel
- Novel Netware
- Photoshop
- HTML, JavaScript
- WML/WML Script
- Database Design
- XML (DTD, Schema, XSLT, CSS)
- MAC OS
- BizTalk Server
- SQL Server
- Pascal
- Lotus SmartSuite



PROJECT & EMPLOYMENT HIGHLIGHTS

- Successfully transformed an outmoded manual inventory system into a contemporary barcode function with inbuilt expandability for future enhancements. Delivered incident free project by “impossible” deadline of just 5-weeks, training end-users to master the system in 15-days.
- Key contributor in 4-person team assigned ambitious project to replace ineffective and erroneous manufacturing tracking and payroll systems. Devised the design for the \$US 2 million project that won management support and later spread to all plants in Malawi, Zambia, and Mozambique—with implementation pending in South Africa.
- Pioneered the use of GIS in the law enforcement sector by designing Crime Guard a GIS application that refined the methods of analysis for the police department in Lilongwe, Malawi. Met the “go-live” data for implementation with a system that housed digitized city maps, incidences of crimes, and offender details.
- Recognized as one of the best GPAs from the School of Computer Systems Engineering in 2017.
- Top 5 placement at the ACM International Collegiate Programming Contest, 2016.



WORK EXPERIENCE

06/2018 - Present Retail Manager, ABCDE Limited

Recruited to turn around declining sales stemming from inept marketing campaigns, waning customer service attitudes, and excessive inventory levels. Clearly techniques used successfully over generations were failing to beat the newer, tougher retail competition. Immediately embarked upon a complete analysis and revamp of business operations; observed employees’ performances, established training programs to reinforce a “customer first” mindset, reinvigorated the marketing campaign message, and eliminated obsolete stock, while simultaneously revising order cycles and quantities.

Key contributions/accomplishments

- Customers responded quickly to the newly-attentive retail sales consultants with store traffic increasing by 30% and sales volume by 12% in just 5-months.
- Built a successful business case for, and lobbied a skeptical management on, the virtues of hiring qualified customer-centric employees. Policy paid handsome rewards with word-of-mouth recommendations of service quality spreading the reputation of the business.
- Cut inventory levels by 20% removing obsolete stock and decreasing order quantities.

02/2013 - Systems Designer & Developer, Win Tech

05/2018

Transformed an outdated manual inventory recording function to a contemporary barcode inventory system designed to resolve inventory control issues including excessive ordering and ineffective product storage. Written in Visual Basic.Net and integrating Access 2002 as a DBMS, the system utilized Crystal Reports 9 for report generation and Excel 2002 for “at a glance” charting. System tracked the inventory lifecycle from product receipt to distribution, set minimum and maximum levels for automated reordering or over-stock alerts, and generated reports that detailed vendor information, product location and type, and calculated sale prices.

- Challenged by a “go-live” deadline of just 5-weeks plus 15-days to train end users, successfully met all objectives with an incident free implementation that almost tripled the inventory processing time, and won widespread praise for its stability and ease of operation.
- Introduced expandability to the system for future development including the potential for a sales and web technology module for greater functionality.

2010-2013

Manufacturing Systems Developer, Warnaco Group Inc.

Time consuming, and error plagued manufacturing tracking and payroll systems were costly, inefficient, and regularly exposed to data loss and revision due to substantial human intervention used in processing the information manually.

Key contributor in 4-person team assigned to design the tracking system’s general structure. Despite widespread concern over the ambitious project, built and presented a business case to management that won unanimous support and approval.

Progressed to oversee complete development of the organization’s six separate manufacturing module phases, provide end-user training, and reengineer select processes for increased efficiency. A painstaking implementation, that transitioned staff from little or no computer literacy to fully accomplished operators.

- Originally planned for a Malawian-based rollout, the success of the project prompted rollout across all plants in Malawi, Zimbabwe and Southern Africa and was poised for implementation across Europe and Asia.
- Reduced human intervention, eliminated paper-based records, and reengineered procedures, cut business costs by 35%, increased production rates by 20%, and streamlined end-of-year reconciliations.
- Spearheaded innovative method of using radio frequency devices (RF Guns) to eliminate paper documentation and expedite the warehouse’s materials handling process.
- Automated procedure for integrating Bill of Materials and Orders to Manufacture data with system that removed the need for a supervising staff member to oversee the process.
- Trained 300+ end-users in Chichewa and English to master the nuances of the system.
- Co-produced payroll system that calculated the payroll for 2000 people in each plant and virtually eliminated long-term errors. The system designed in Visual Basic 6, with Access 98 as the DBMS, was designed to cross platforms of Windows 10 and 8. Exact attention to detail was critical with any errors in formula having the potential to negatively impact employees’ pay. System was implemented on time with no major incidents.
- Won the “green light” from management to modify inefficient physical processes for greater productivity. Conceived and introduced a module that transitioned the manual completion/calculation and supervisor hand-over of a form, to a fully automated system where end-users keyed in data, and the system automatically completed the process with final authorization by the supervisor.
- Became proficient at translating management concepts into code.

2008 - 2010

Software Engineer, Zomba Police Department

Designed Crime Guard, an application that refined methods for the police department to analyze crime and determine patterns or similarities in location, type, or time. The program also calculated best routes for reaching an incident swiftly, most likely placements of mobile units to minimize response times, and a database of known offenders detailing home addresses and modus operandi data.

- Overcame hurdles in gaining access to confidential and sensitive data by establishing a cooperative relationship with the Chief Inspector.
- Digitized maps of the city, integrated into the GIS software; introduced Excel spreadsheet data detailing incidences of crime by location into the database, and successfully negotiated for access to selected criminal records to ensure system testing was accurate.
- Mastered Geomedia Pro software despite no previous experience.
- Met the deadline for go-live project implementation.

2007

Internet Service Provider Assistant, MTL Internet

Installed and administered local area network—from network cabling, through network server configurations, user account assignments, updates, and granting permissions for shared resources. Conducted load and server stress test using test scripts and automated procedures.

2005-2007

Webmaster, Computer Systems Engineering Department, University of Malawi

Conceptualized, designed, and maintained the Computer Systems Engineering Department’s website at the University of Las Americas Puebla. Led a small team of graphic designers, and sought feedback from end- users to maximize the ease of navigation, and introduce intuitive services.

2005

Systems Programmer, Limbe Leaf

Co-programmed the human resources module designed to provide the HR department with full access to employee information—from salary to attendance rates, work shifts, and department location.



EDUCATION

Monash University (2016)

- Master of Business Systems

University of Malawi (2012)


- Diploma in Business Administration


St John of God University 2009


- Bachelor of Science (Computer Systems Engineering)

Extensive training includes Mastering Professional Selling Skills, and Customer Service.

HASTINGS CHIPALA

 DEFGH Limited, P/Bag 12345, Blantyre

 +265 123 456789

 sample@email.com

HUMAN RESOURCES INTERN

Enthusiastic college graduate with outstanding work history and experience in Human Resources. Strong interpersonal and written communication skills, able to relate effectively with individuals at all levels of the organization. Organized and analytical with strong problem solving and ability to manage multiple priorities. Proficient using Microsoft Word, Excel, PowerPoint, and UltiPro HRIS. Human resource experience has included:

- Staffing, Recruitment, Interviewing, & New-Hire Orientations
- Policy Development & Implementation
- Compensation & Benefits Administration
- Payroll Administration
- Human Resource Reporting
- Compliance
- Job Description Review & Writing
- Safety & Accident Reporting
- Union Labor Contract Negotiations

PROFESSIONAL HIGHLIGHTS

Finance and Real Estate

- Assessed profitability through analysis of financial statements and ratios.
- Performed waterfall and cash flow modeling of loans and real estate.
- Valued portfolios, loans and real estate using fundamental methods of finance.
- Monitored performance and projections for real estate assets.
- Reviewed mezzanine loan documents and preferred equity partnership agreements.
- Participated in underwriting K45 million loan portfolio.

Computing

- Created cash flow models, spreadsheets and databases using Microsoft Excel.
- Mastered Argus and Excel as projection tools.
- Utilized Microsoft PowerPoint and Microsoft Word applications for presentations and document creation

Management/Communication

- Coordinated 20-asset loan sale.
- Collaborated in organizing a mezzanine loan asset management platform.
- Served as secretary for a loan asset investment committee.

- Prepared business plan narratives and committee memoranda.
- Compiled research on the economic impact of stadiums on urban areas.
- Led in small and large group settings.



EDUCATION

Bachelor of Commerce

University of Malawi, The Polytechnic

Cumulative GPA 3.5/4.0; Major GPA 3.65/4.0

Expected graduation date : May 2012



WORK HISTORY

2010 to Present

Human Resources Intern

Industrial Financial Corporation, Zomba

- Constructed and maintained various Excel databases
- Fielded employment verification requests
- Created memoranda for correspondence with employees.
- Corresponded daily with employees, insurance representatives, and 401(k) plan administrators.

2007 to 2010

Due Diligence Intern

Industrial Capital Corporation

- Verified cash flow projections and calculations.
- Developed advanced financial analysis skills.
- Utilized Microsoft Access to update and maintain vital due diligence analytical data.
- Worked as needed to meet deadlines.

JAMES CHIPALA

44 Ringroad,
Namiwawa, Blantyre

jchipala@efflux.com

Tel: (07) 3001 3101
Cell: 006 818 919

EVENT MANAGER

EXCEPTIONAL LEVEL OF COMMUNICATION & MOTIVATION

VERIFIABLE HISTORY OF OUTSTANDING ACHIEVEMENTS IN CHALLENGING ENVIRONMENTS

TOTAL DEDICATION TO EXCEEDING CLIENT & PERSONAL EXPECTATIONS

Consummate professional presenting with 9 years' extensive accomplishments within the special events industry. Vital ability to analyse, pre-empt, and address critical issues and to maintain maximum composure under crisis situations. Bottom-line understanding of financial strategies to increase profitability and history of working within million dollars plus budgets. Comprehensive organisational expertise and attention to detail combine with natural leadership and good humour to create positive, motivated team environments which consistently exceed all expectations.

PROFILE OF ACHIEVEMENTS

TOP RING EVENTS - CONTRACT

1. Bankers National Conference Opening Ceremony
Monkey Bay, 2020
2. NZ Travel Corp Special Events
Lilongwe, 2020
3. TNM Conference Special Events
Mangochi, 2019
4. Catholic University Gala Dinner
Blantyre, 2019
5. MyBucks Financial Services Dinner
BICC - Lilongwe, 2018

TOP RING EVENTS – FULL TIME EMPLOYEE

1. Efflux Conference & Special Events
Blantyre 2014 / Zomba 2016 / Livingstonia, 2018
2. Alfa Club Dinners
Blantyre 2014, 2013
3. UTAG Conference Special Events
Salima, 2012
4. University Presidents Conference
Lilongwe, 2011

SWORDFISH EVENTS - CONTRACT

1. National Media Awards - SCEC
Blantyre, 2017
2. Blantyre Sportsman Lunch – SCEC
International Forum
Blantyre, 2017

TNM - EVENT MANAGER - CONTRACT

1. TNM Expo
Blantyre, 2016
6. Realty of MALAWI Gala Dinners
Lilongwe 2012, 2011
7. Local Government Association Dinners
Zomba, 2007
8. Talto 121 Launch & Dinner
Liwonde, 2006
9. Sports 2000 – Athletics Opening Ceremony
Mzuzu, 2005

5. EBC Gala Dinners

Blantyre 2012, 2013, 2014, 2015

HIGHLIGHTS

2019 - Closing Ceremony of the University Presidents Conference

– Zomba

Played vital role in technical planning and layout of tent separating into two-room venue and seating 1,200 guests for sit down dinner. Led technical team of 3 draping and theming professionals, 2 audio-visual technicians, 2 lighting and 2 sound engineers, 2 special effects technicians, and 1 power consultant. **Utilised 'French action' curtain reveal** incorporating sound and lighting effects, and pyrotechnical rockets to enhance the 'reveal' moment and draw the audience's eyes above and behind to adjoining stage and dancing arena. **Skilfully resolved numerous timing difficulties** experienced during rehearsals by suggesting innovative alternatives and leading and motivating team members. **Called entire show blind** after technical difficulties prevented affirmative feedback.

1999 - ABC Gala Awards Dinner

- Hotel Victoria, Blantyre

Strategically planned all aspects from production schedules, to detailed scripts for Master of Ceremonies, Mark Bwanali, to audio-visual pre-production of awards. Overcame unprecedented challenge **half an hour before guest arrival** when **client changed 80% of event running program and theatrical presentation**. Manually rewrote entire script, consulted with Master of Ceremonies, and returned to position 5 minutes before start. Called show from hand-written notes to unprepared technical crew, prompting upcoming cues on the run. **No mistakes were made** despite severely challenging circumstances. Intimate knowledge of script and content enabled adaptable and flexible changes.

PROFESSIONAL EXPERIENCE

EVENT & STAGE MANAGEMENT CONTRACTS SPANNING 2018 TO PRESENT

TOP RING EVENTS

Event Manager

Charged with full creative and operational management and supervision of entire event cast and crew. Created benchmark template for production schedules and running orders. Compiled theatrical terminology glossary for use in training staff. Reported to creative director.

SWORDFISH EVENTS

Stage Manager

Exercised full accountability for smooth running, correct timing and total event control. Supervised entire cast and crew throughout events. Trained all company staff in correct terminology and method of running a show. Reported to director.

OVERVIEW:

- Accountable for all aspects including overseeing lighting, sound, audio-visual, staging, special effects, theme set-up and numerous others for rehearsals and main event.
- Utilised talkback system to call all technical and theatrical cues.
- Prepared detailed, fully timed production schedules/scripts including technical and talent cues and stage movements.
- Directed performers, technical crew, caterers and venue staff from master production schedule.

FULL-TIME EVENT & OPERATIONS MANAGEMENT SPANNING 1994 TO 2002

TOP RING EVENTS

12/2014

to 8/2018

Senior Event Manager

Due to recognised expertise was concurrently employed as both Senior Event Manager and Operations Manager (5/2016 – 6/2018) for this high profile special events management company. Coordinated and stage managed over 100 events from outdoor public concerts catering for capacity of 10,000 to private dinner parties for 20 people. **Accountable for event budgets to K10.4 million.**

Directed production and technical stage management, lighting and theming design consultation, and bump-in and bump-out supervision on-site. Prepared scale floor plans, set sketches, and stage plans accommodating 40-piece orchestral stage design.

Unique Challenge:

Challenge: Poor quoting and over promising had led to exceptionally tight event budget.

Action & Drew upon ability to think laterally and conduct hard line negotiations to institute

Result: cost effective alternatives and maintain creative integrity and design while still achieving allocated profit margin.

Key Achievements & Strengths:

- Increased overall efficiency and team confidence through creation of detailed event management checklists to guide and assist team members.
- Gained management trust and peer recognition as a dedicated professional able to create fun motivated environments and reduced work and stress loads across entire company.

TOP RING EVENTS

5/2008 –

6/2014

Operations Manager

Charged with quality control and supervision of event team, bottom-line accountability for matching clients to managers, and broad budgetary demands. Conducted technical briefings with key suppliers. Sole responsibility for monitoring staff performance and training in event management skills.

Unique Challenge:

Challenge: Marketing manager taking 4 weeks' annual leave creating major organisational shortfall and challenge.

Action & Initiated weekly meetings between team members and marketing manager to process

Result: hand-over of client files and ultimately achieve seamless transition of duties and smooth maintenance of client needs.

Key Achievements & Strengths:

- Increased revenue by 20% - 30% across 8 quarters, consistently achieving all targets.
- Implemented structure creating less stressful working environment, opening multilevel lines of communication, and instituting much needed training and motivational sessions.
- Improved overall management capability and efficiency through benchmark design of feedback form enabling accurate review of strengths and weaknesses.

EDUCATIONAL QUALIFICATIONS

Bachelor of Arts: Major in Drama & Design **(2014)**

EASTERN UNIVERSITY– MANGOCHI

Leading role in 1st Year theatrical production / Joint lead set designer for final year productions.

Certificate in Priority Management: Time Management **(2013)**

CAPE TOWN UNIVERSITY – CAPE TOWN

NUTRITIONIST • RESEARCH & DEVELOPMENT ~ FOOD SCIENCES

Science graduate distinguished from peers through a history of ‘real world’ cross-industry experiences. Extensive IT background has honed strengths in finding solutions, applying a customer service focus to challenges, prioritizing demanding workflows, and meeting deadlines. Internship with a prominent flavor-development company heightened sensory skills and elevated proficiencies in acclimatizing to changing workplaces, priorities, and programs. A mature and tenacious worker with a meticulous approach to detail, “outside the square” thinking, and creative flair.

Comprehensively trained in:

- Product Development
- Food Research
- Meal Design & Management
- Nutrition Education Techniques
- Flavor Applications
- Food Composition
- Experimental Food Science
- Elements of Chemistry
- Nutrition in the Lifecycle
- Nutrition
- Sensory Evaluation
- Food Composition & Scientific Preparation
- Organic Chemistry

EDUCATION | TRAINING

Bachelor of Science (Food & Nutrition)

Majors: Human Ecology, Food & Nutrition

Graduated Magna Cum Laude

Lilongwe University of Agriculture and Natural Resources (2003)

French Regional Cuisine

Le Cordon Bleu, South Africa (2003)

Microsoft Certified Systems Engineer,

University of Malawi, Malawi (1999)

ACADEMIC SHOWCASE

Examples of academic projects, challenges, and team work that support career goals

Research Project: “How Diets correlate body image in teenagers”

Personal Contribution: Research and Class Presentation

Partnered with peers in a team of three to produce a research paper within stringent time constraints. Overcame conflicting schedules threatening the deadline by collaboratively setting strategic and realistic goals for work completion, and exploiting internet-messaging technologies for progressive communications. Successfully delivered project on time, to deadline.

Research Project: Human Ecology

Personal Contribution: PowerPoint presentations, research, class address

Key participant in team of three assigned to research and identify the major changes to human ecology over the past 50-years. Conflicting team dynamics and a diversity of personal views were united through diplomatic communications and re-clarification of primary issues. Personally produced all PowerPoint presentations supporting research findings, and contributed to the class address.

Education Project: Nutrition Education Techniques

Personal Contribution: Group training/education, self-evaluation, learning aids

Solo project presenting nutritional information to a “real life” group of adult learners. Adapted presentation techniques to encompass sensory learning by introducing fresh fruit to the classroom experience, launching Wordsearch interactive activities, and designing colorful posters that reinforced the benefits of effective daily nutrition. Surveyed responses demonstrated that despite the group’s outward skepticism, all members absorbed the information presented.

RELEVANT INDUSTRY EXPERIENCE

XYZ

2010-Present

Food Technologist Internship—Sweet Flavor Applications

Reported to: Senior Food Scientist

Clients included: Tambala Food Products, Universal Industries, Castel Ltd, Steers and Bakemans.

Summary: International flavor and fragrance company developing products spanning confectionary, coated cereals, flavored yoghurt, granola bars, ice cream, baked goods, and over-the-counter medications.

Outpaced student peers by securing a sought-after internship supporting three senior scientists in the sweet development laboratory. Utilizing a range of natural and synthetic flavor enhancers, produced sample ranges that met each client’s brief for exceeding customers’ taste preferences.

- Met the pressures of devising creative, fresh ideas for clients in this highly competitive industry. Researched existing markets and extended ideas that ensured new products were bold and unique.
- Prioritized own workflows, juggling a diversity of special projects daily for client-tasting or consumer panel evaluations.
- Transitioned from “fresh” recruit to a seasoned performer, working autonomously without scrutiny. Recognized during performance appraisals for attention to detail and distinctively creative approach.
- Contributed to pyramid testing of three product samples via computerized consumer testing.

OTHER EXPERIENCE

POWER PLACEMENTS, Zomba 2009

Temporary Contractor

Rapidly acquired reputation as a competent, adaptable contractor, flexible to the needs of diverse workplaces and personalities. Offered superior administrative and computer services to prominent London-based legal, accounting and investment firms.

ADVANCED BARCODE SOLUTIONS, Blantyre 2008

Technical Support /Trainer (contract)

Short-term contract role offering expert telephone and on-site technical support and end-user training. Configured computer hardware and software and presented informal one-on-one and group training sessions to lessen each client’s dependence on first-level support mechanisms.

DEPARTMENT OF HUMAN SERVICES, Lilongwe 2007

Technical Support / NT Support

Mobile technical support specialist. Installed and troubleshoot hardware and software issues onsite, and provided new user education and desktop support for networks, Windows platforms, and Lotus Notes.

TIMES, Blantyre 2005-2006

IT Helpdesk

High-pressure role assuring continuity of computer operations by resolving end-user hardware and software issues via remote dialup, telephone/onsite support, and advanced technical training.

TECHNOLOGY SKILLSET

Microsoft Office Professional, Internet, email, Windows NT

Professor of Education

Leading teacher and researcher with a 20-year academic and corporate career producing powerful learning opportunities for corporate and higher education. Versatile and effective educator with 11 years' experience in corporate training and over 9 years' experience in higher education. Recognized for teaching excellence based on technical, research, and design fundamentals – awarded Outstanding Professor medal five times by colleagues and students.

World-renown educational researcher with three active, fully funded research programs, and a prolific body of research results. Publications include books, book chapters, articles, papers, and presentations. Awarded the John Dewey Prize, an internationally sought-after acknowledgement of lifetime achievements to educational theory.

Expert corporate manager of 15-person instructional design and delivery team directing corporate-wide skills and procedures training. Skilled at leveraging information technology to reduce training costs while dramatically improving productivity and results.

Actively committed to the role of **philanthropical consultant**, advising over 50 school systems and corporations to apply learning theory effectively to achieve 4-sigma gains on learner performance. National reputation for launching self-help programs, which result in a more highly qualified and productive workforce.

Education

2008-01 - 2010-06

Doctor of Philosophy

OXFORD UNIVERSITY – Oxford, UK

Education – Curriculum and Instruction) Dissertation Title: “The Effects of Multi-Dimensional Realism in Simulation-Based Corporate Leadership Training”

Dissertation Chair: Dr. S. Skywalker, Ph.D. Major Professors: D. Sterling, C. Fong, and A. Simms Awarded Summa Honoris Dissertatum

2004-06 - 2006-02

Master of Arts: Instructional Design

UNIVERSITY OF SOUTH AFRICA – South Africa

Thesis Title: “Meta-Analysis of Instructional Design Effects in Computer-Based Corporate Training”

Thesis Advisor: Dr. W. Benjamin, Ed.D.

1997-01 - 2000-07

Bachelor of Science: Mathematics and Statistics

UNIVERSITY OF MALAWI – Zomba, Malawi

Senior Project: Meta-Analytical Techniques

Teaching Experience

2017-06 - Current

Professor of Education

UNIVERSITY OF MALAWI, CHANCELLOR COLLEGE, Zomba

Teaching Activity: Adult Learning Theory, Advanced Statistics, Curriculum Theory, Instructional Design I and II, Practicum in Corporate Training, Research Methods.

Research Activity: Authored two chapters, presented four papers, and served as Principal Researcher on three research projects and as Advising Specialist on eight other projects.

Departmental Service: Advised students, recruited prospective students, chaired Curriculum Committee, served on two other committees, and mentored junior colleagues.

University Service: Served as area representative to accreditation team, served on Corporate Education Committee, and spearheaded alumni awareness campaign.

Significant Achievements:

- Received Distinguished Teaching Award.
- Advised and coached six students resulting in scholarship awards of \$100,000.
- Secured multi-year, \$5M grant to support research program and attract junior faculty.
- Forged partnerships between local businesses and university to pilot self-help training opportunities for underprivileged.

2014-01 - 2017-05

Associate Professor of Education

UNIVERSITY OF PRETORIA, Pretoria

Teaching Activity: Curriculum Theory, Educational Statistics, Evaluation Methodology, Instructional Design I and II, Online Learning Models, Research Methods.

Research Activity: Authored two books and three chapters, presented two papers, and served as Assistant Researcher on two research projects.

Departmental Service: Advised students, recruited prospective students, served on the Curriculum Committee and Technology Committee, and wrote three grant applications.

University Service: Served on the Task Force for university Open House and on General Curriculum Committee.

Significant Achievements:

- Received Distinguished Teaching Award.
- Secured \$20,000 university mini-grant to fund a local pilot for new teacher orientation, which received an excellent rating from 92% of the attendees.
- Established a network of local business and government contacts to support dialog concerning community needs and university programs.

2011-07 - 2013-12

Assistant Professor of Education

UNIVERSITY OF MALAWI, Zomba

Teaching Activity: Educational Statistics, Evaluation Methodology, Instructional Design I and II, Technology in Education.

Research Activity: Authored six articles and presented two papers.

Departmental Service: Advised students, served on the Computer and wrote a technology grant application.

College Service: Served on the General Curriculum Committee.

Significant Achievements:

- Received Outstanding Teaching Award.
- Secured \$120,000 technology grant to fund a computer-based experimental classroom.
- Room became a showplace for community groups and corporate training partners.
- Designed and supervised first annual Teacher Open House intended to inform local high school teachers about opportunities for their students and themselves.
- Achieved a 22% enrollment rate for visiting teachers and a 38% increase in high school student referrals.

2009-03 - 2011-05

Lecturer

UNIVERSITY OF PRETORIA, Pretoria

- Taught Educational Statistics, Instructional Design, Mathematics Education, and Technology in Education.
- Wrote three articles on instructional techniques for corporate training.
- Oversaw staffing of the college computer lab.
- Designed and taught a series of short courses on mathematics education using technology to provide in-service hours for working teachers.
- Developed and delivered workshops on data analysis for educators in order to address the State's new credential requirement.
- Tutored advanced students and advised about university matriculation; 12 students continued on to become merit scholars.
- Consulted at local high schools to support development of instructional technology.

2008-12 - 2009-01

Adjunct Professor of Education

OAKLAND COMMUNITY COLLEGE, Oakland, USA

- Taught Computers in Education and Educational Statistics.
- Wrote and presented a paper on the comparison of corporate and academic instructional goals.
- Consulted with local schools on the scope of the mathematics curriculum.
- Received positive student evaluations based on the design of the courses and the methods of delivery.
- Coached students to achieve highest ratings on the CBEST certification exam.

- Developed and delivered an introductory practicum on instructional techniques in corporate education.

Highlights of Work Experience

2007-01 - 2008-11

Director of Corporate Training

NAIROBI BUSINESS CENTER, Nairobi

- Managed an instructional staff of 25, including course designers, authors, graphic artists, trainers, evaluators, and counselors.
- Developed promotional campaigns to recruit corporate clients.
- Designed rapid course development process for customized programs.
- Advised students on course choices and career goals.
- Supervised the evaluation of programs and review of trainers.
- Established a loyal base of corporate clients, resulting in 28% growth in course subscriptions.
- Spearheaded conversion of traditional course development techniques from paper-based to computer-based design, decreasing development time by two weeks.
- Emphasized customized curricula for banking and securities industry, achieving a 32% increase in course revenue.

2003-06 - 2006-09

Manager of Executive Education Programs

NAIROBI BUSINESS CENTER, Nairobi

- Directed 8-person development team focused on instructional programs for the working executive.
- Identified marketing opportunities and oversaw development of marketing campaigns for executive education.
- Presented curriculum overviews to professional associations.
- Formed alliances with local business to identify and meet educational needs.
- Reviewed and evaluated course delivery and content.
- Tailored the case-study instructional technique to provide real-world scenarios for students to practice active analysis and decision-making.
- Developed a targeted presentation introducing program objectives and benefits to inform business professionals of educational opportunities.
- Designed a peer review and mentoring process for trainers, resulting in a 30% increase in trainer evaluation scores.

2001-01 - 2003-01

Lead Corporate Trainer

EFFLUX CONSULTING, Lilongwe

- Supervised and scheduled four corporate trainers.
- Taught courses in mathematics and statistics.
- Advised and tutored students.
- Developed and piloted instructional modules.

2000-01 - 2001-01

Corporate Trainer

EFFLUX CONSULTING, Lilongwe

- Taught corporate training courses in mathematics and statistics.
- Advised and tutored students.

Service

Service to the Profession

- Corporate Trainer Ethics Committee, International Association for Continuing Education & Training, Co-Chair
- Program Reviews of Mzuzu University and Chancellor College, Lead Evaluator
- Accreditation Teams, National Council for Higher Education, Visiting Team Member
- Public Interviews on Radio and Television Stations, Radio 2FM, Times Radio, Zodiak Broadcasting Station
- CEO Panel on Executive Training, The International Association for Management Education, Member

Service to the University

- Accreditation Task Force Member
- Open House, Co-Chair, Coordinated Visiting High School Teacher Program
- Alumni Awareness Campaign, Chair
- Welcome Week, Area Leader
- Technology Committee, Member
- Training Committee, Member
- HR Committee, Member
- Participated in New Student Prospecting Sponsored by Admissions Department
- Solicited and Developed Corporate Research Sponsorships

Service to the School

- Curriculum Committee, Chair
- Research Review Committee, Member
- Mentoring Program, Developer and Manager
- Student Assimilation Program, Participant
- Student Advising – Undeclared Majors
- College Night Recruiting, Advisor

Service to the Community

- Consulted on installation and operation of numerous computer training centers in public and private schools, community centers, and corporate training sites.
- Delivered lectures on self-help techniques for corporate job seekers, sponsored by Economic Development Council.
- Supervised community-based programs for employment development, focusing on job skills and training.

- Facilitated corporate sponsorships of community development programs by encouraging monetary and equipment donations. Established a public service program in which advanced students donated time to provide hands-on instruction in community-based training centers.

Publications

Books

Chipala, W. B. (2000). Technology in the Workplace. Boston: Zomba, Kachele Publications.

Chipala, W. B. (1999). Guide to Executive Training Strategies. Zomba, Kachele Publications.

Chipala W. B. (1998). Primer for Corporate Trainers. Zomba, Kachele Publications.

Chapters

Adams, S. L., Chipala, W. B., & O'Malley, D. S., (1996). International Review of Corporate Training Strategies. In P. Roberson, Worldwide Corporate Training (pp. 28-73). Philadelphia: Business Press.

Cordova, C., & Chipala, W. B., (1998). Knowledge Transfer in Corporate America. In R. McEnvoy, Corporate Culture (pp. 215-258). Los Angeles: Corporate Publications.

Chipala, W. B., (1998). Evaluation Strategies for Corporate Training. In C. Fong, Evaluation in Education (pp. 280-315). San Francisco: Helix.

Chipala, W. B., & McLeod, M. L., (2000). Ethics for Corporate Trainers. In P. Winters, Workplace Training (pp. 162-214). New York: Harcourt.

Chipala, W. B., & Simms, A. B., (2001). Research Designs for Corporate Training. In T. Saunders, Research in Corporate Training (pp. 82-128). New York: Doubleday.

Chipala, W. B., & Thomas, M. R., (2002). Scenario-Based Training. In T. Mack, New Dimensions in Learning (pp. 130 -185). Los Angeles: Acme Press.

Articles

Phiri, S. L., Chipala, W. B., & O'Malley, D. S., (1996). Three Case Studies: American, European, and Japanese Training Solutions. International Training, 45, 165-182.

Chipala, W. B., & McLeod, M. L., (2000). The Elements of Effective Simulations. Business Training Strategies, 15, 25-42.

Chipala, W. B., O'Malley, & Wong, D. S., (1999). The Application of Csikszentmihalyi Flow Theory to Corporate Training. Psychology of Learning, 28, 5-27.

Chipala, W. B., & Thomas, M. R., (2002). Meta-Analysis of Training Strategies. Journal of Educational Statistics, 82, 32-45.

Chipala, W. B., & Winters, P., (2001). Web Usage in Corporate America. Education Review, 72, 52-58.

Papers

Chipala, W. B., (2001). Disjointed Learning, a Critique of Just-in-Time Training, Proceedings of American Society for Training & Development, 52-60.

Chipala, W. B., (1999). Train the Trainer – Using Technology, Conference Proceedings of International Association for Continuing Education & Training, 78-92.

Chipala, W. B., (1998). Defining Training Goals and Measuring Results, Annual Meeting of Academy of Human Resource Development, 143-147.

Chipala, W. B., (1994). Addressing Cultural Issues through Training, Proceedings of Society for Human Resources Management, 201-238.

Presentations

Conference Presentations, Poster Sessions, School and Community Lectures

- Collaborative Learning Strategies to Increase Realism, (1995). New York Chapter of the Academy of Human Resource Development.
- Computer-Based Training for Executives, (2001). Conference of the International Association for Management Education.
- Data Collection Techniques for Online Learning, (2000). Annual Meeting of Society for Applied Learning Technology.
- Ethical Considerations in Online Learning Research, (1997). Convention of the American Education Research Association.
- Instructional Methodology in Corporate Training, (1996). Meeting of the California Chapter of the American Society for Training & Development.
- Internet Training Strategies, (June 2000). Campus Presentation, Mzuzu University.
- Measuring ROI for Corporate Training, (October 1999). Commonwealth Club.
- Online Learning – Fad or Future? (May 2002). Meeting of Technology Roundtable of San Francisco.
- Overview of Development Tools for Online Learning, (February 2000). Campus Presentation, University of Malawi.
- The Costs of Not Training Executives, (March 2001). Northern California Chapter of the Council for Adult & Experiential Education.
- Time to Learn? (April 1999). Campus Roundtable, Oakland University.

Honors and Awards

School Awards

- Alumni Relations Award, 1999
- Distinguished Teacher Award, 5 years
- Researcher of the Year, 2001
- University Service Award, 2002

Professional Awards

- Business Educators of America Award, 1996
- Dewey Outstanding Educator, 2000
- Double Helix Award for Educational Research, 1998
- Piaget Prize for Significant Research Contribution, 2001

Community Awards

- Business Leaders of America Prize, 2012
- Dewey Outstanding Educator, 2000

Research Activity

Research Topics

- Realism in Corporate Training
- Simulation-Based Training
- Scenario-Based Training

- Technology in Education
- Trainer Evaluation and Training
- Executive Instructional Techniques and Effectiveness

Directed Research Topics

- Effectiveness of Instructional Technology
- Effects of Training on Cultural Change
- Human Resources Deployment and Support
- Technology-Based Corporate Training
- The Corporate Trainer Curriculum

Teaching Activity

Courses Taught

- | | |
|---|-----------------------------------|
| • Adult Learning Theory | • History of Education |
| • Advanced Statistics | • Instructional Design I |
| • Collaborative Learning Strategies | • Instructional Design II |
| • Colloquium in Scenario-Based Training | • Motivational Theory |
| • Corporate Training Philosophy | • Online Learning Models |
| • Current Issues in Computer-Based Learning | • Practicum in Corporate Training |
| • Curriculum Theory | • Research Methods |
| • Educational Statistics | • Technology in Education |
| • Evaluation Methodology | |

Courses Developed

- | | |
|---|---|
| • Adult Learning Theory | • Current Issues in Computer-Based Learning |
| • Collaborative Learning Strategies | • Online Learning Models |
| • Colloquium in Scenario-Based Training | • Practicum in Corporate Training |
| • Corporate Training Philosophy | • Technology in Education |

Evaluation Results

- Consistently received student evaluation ratings in the top 5 percentile nationwide.
- Chosen as an instructional model for implementing new techniques and strategies.
- Designated as Master Teacher, fastest promotion in the history of the university.

Memberships

- Academy of Human Resource Development (AHRD)
- American Association for Adult & Continuing Education (AAACE)
- American Education Research Association (AERA)
- African Society for Training & Development (ASTD)
- Association for the Advancement of Computing in Education (AACE)
- Association for Business Simulation and Experiential Learning (ABSEL)
- CompTIA Technology Learning Group
- Council for Adult & Experiential Education (CAEL)
- International Association for Continuing Education & Training (IACET)
- The International Association for Management Education (AACSB)
- Society for Applied Learning Technology (SALT)
- Society for Human Resources Management (SHRM)

JAMES CHIPALA

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NETWORK ADMINISTRATOR/ SENIOR IT SYSTEM COORDINATOR

IT professional with a strong background in the administration and management of computer hardware and software analysis, and programming of network systems, combined with 12 years' experience in the design and repair of electronic devices. Proven record developing solutions that improve efficiency of IT and business operations. Innovative and ready to provide leading-edge technological business solutions, utilising strong research, problem solving and analytical skills to design and develop appropriate systems.

Fluent in English, Chichewa and Yao - both verbal and written.

TECHNICAL EXPERTISE

TECHNICAL STRENGTHS: Ms OS ☐ Lotus Domino Administrator ☐ Windows 2000 Server & Windows 2003 Server Base Network ☐ AS/400 Base Network Design ☐ VPN Network Design ☐ Citrix System Deploy ☐ Data Base Planning ☐ LAN ☐ WAN ☐ Design (DB2) ☐ Thin Client Architecture ☐ Virus Prevention (Worms & Trojan Horse) ☐ Internet & Intranet Security ☐ Disaster Recovery

PERSONAL STRENGTHS: IT Support ☐ Systems Administration/Management ☐ Troubleshooting & Problem Solving ☐ Hardware & Software Programming.

OPERATING SYSTEMS: MS-DOS ☐ Windows 7/8/10 ☐ Mac OS ☐ Windows 2003 Server ☐ AS/400 ☐ Linux

CERTIFICATION

AS400 Administrator Control (IBM Certified)

PROFESSIONAL EXPERIENCE

EFFLUX BUSINESS – Lilongwe, MW

2018 to Present

Network Administrator/Senior IT System Coordinator

Valued team member reporting directly to the Managing Director of a New York based company. Scope of responsibilities include Network Administrator; analyzing, troubleshooting and programming computer applications and systems for users; application issues and server problems; evaluation of potential network enhancements; analysis of existing hardware and software; implementing firewall and anti-virus systems (Netscreen, McAfee, Trendmicro, Etrust); migration and upgrade of AS400; total data base planning and design coordinating; and deploying IP phone system between branch offices.

Key Contributions:

- **Reduced communication costs by K10,000,000** annually by successfully upgrading the Frame Relay Network to an ADSL VPN network, centralizing all applications and reducing client problems.

- **Improved productivity through the deployment of an improved purchase management and sales management system**, resulting in a more user-friendly system that became the benchmark for operational units in BOTSWANA, Singapore and Thailand.
- **Drove continuous process improvements** within the company by successfully designing the Windows 10 Base Network, Deploy Lotus Domino Server and Windows 2016 Base Network Deploy (including Active Directory).
- **Reduced IT management costs and increased company network security** through the implementation of the Windows Terminal Server and Citrix System.
- **Extended target market for product offerings** through the introduction of a web online stock enquiry menu, significantly reducing labour costs and extending product interest to international visitors.
- Worked collaboratively with team members in developing and submitting an improved plan for the industrial work database (DB2 Database), significantly improving CRM. Plan reduced productivity loss to such an extent that corporate headquarters in Japan made it the company benchmark for operational units both locally and overseas.
- Enlisted as company specialist on database planning (DB2 Database) and design coordinating. **Saved the company over K8,000,000** annually through solutions that improved IT efficiency and business operations.

MERRICK CO. – *Cairo*

2015 to 2018

Electronic Engineer

Reported directly to the Division Manager for engineering company developing and making small and medium LCD modules, while supervision a staff of 8. Scope of responsibilities included planning, design, and experimental production of standard and custom LCD modules driver circuit; preparation of manuals for mass production procedures; advice on mass production; internal technical trainer; and consulting on LCD products.

Key Contributions:

- Twice selected as **Company representative** for technology guidance visits to China.
- **Trained internal technicians** in the design, testing, evaluation, and troubleshooting of LCD Modules.
- **Appointed as project leader** for experimental production, evaluation, and mass production preparation of **Toshiba Corporation's LCD module**.
- **Selected to consult clients** on designing interface circuits for LCD Modules **due to outstanding communication, technical efficiency and problem-solving skills**. Clients included Sony, Toshiba, Canon, Korg, YOKOGAWA Electric Corp, Sanwa Denshi, Shinki Denki, Sokkia and Purdy Electronics.
- Developed proposal for sharing custom-made mass production equipment and part structures in response to strong customer demand for cost reduction processes. Resulted is a high customer satisfaction rating and a **significant reduction in production costs**.

GABORONE TECHNOLOGY INSTITUTE – *Gaborone, Botswana*

2005 to 2012

Lecturer

Curriculum coordinator for Electronics & Electrical Science Department responsible for experiment guidance; editing and publishing of teaching materials; and electrical device repair

Key Contributions:

- Presented lecture to students on “Diagnosing Complicated Electrical Circuits”.

Published articles in the Education Institute Natural Science magazine. Topics included:

- Basic Electronic Circuits, Jan 2012
- TV & Video Repair, Aug 2001
- Home Electronic Device & Repair, Feb 2000

EDUCATION

EHIMEKE UNIVERSITY – *EHIMEKEN, JAPAN*

2014

Master of Engineering (Electrical & Electronic Engineering)

XINJIANG UNIVERSITY – *Urumqi Xinjiang*

2003

Bachelor of Science (Physics)

PROFESSIONAL DEVELOPMENT

SIP Base VoIP Technologies Seminar	Nov 2003
NGN & VoIP Technology Workshop	Jul 2003
AS/400 Administrator & Control Course	Sept 2002
Compac IN& & SS7 Training Course	Feb 2002
Intel Dialogic Voice Board Training Course	Jun 2001
Microsoft COM & DCOM Usage	Nov 2000

Chris Chipala

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IT MANAGER / SUPERVISOR • IT TEAM LEADER

Superior record of steady career progression over 17-years in IT, mirrors underlying commitment to deliver robust, customer-responsive services and projects in deadline- and task-driven environments. Commonsense approach and “big-picture” vision are hallmarks of a consensus-driven leadership style that encourages problem ownership and empowers staff to brainstorm solutions. Respected for troubleshooting acuity and capacity to think “outside the square” for more effective outcomes. Independent work habits, intuitive business sense, and an instant grasp of new technologies underpin dedication to steer streamlined operations within a cost-effective and productive IT function.

PROFESSIONAL STRENGTHS INCLUDE:

- Service level agreements
- Strategic planning
- Team management/training
- Performance appraisals
- Staff succession planning
- Technical troubleshooting
- Budgeting and forecasting
- Help Desk Management
- SLA targets
- System expandability & reliability
- Project management
- Business needs analysis
- Vendor relationships
- Proposal development
- Staff recruitment, induction
- Operations/infrastructure management
- System/network process controls
- Workflow prioritization
- Customer service delivery
- Productivity enhancements
- Internal Restructuring

BENCHMARKS & MILESTONES

- Steered extended resolution support centre operations, achieving “fix” rates of 96%—outstripping previous benchmark of 73%—the established service level agreement standard.
- Slashed end-user complaints from 20+ weekly to virtually non-existent levels.
- Pioneered key performance indicators for the first time in the Extended Resolution Center’s history. Initiative elevated staff productivity rates by more than a third, setting the standard for achievable goals in staffs’ yearly performance evaluations.
- Winner, “Quality and Achievement” certificate recognizing efforts in revamping the CSR Intranet.
- Instituted call logging, reinforcing the partnership between attention to detail and successful, efficient support operations. Idea sparked a three-fold improvement in the quality of call logging, and later became a formal divisional process.
- Cut ACD call abandon rates from 20% plus to just 6.5% in 7-months for Philip Phiri Ltd.

EMPLOYMENT SNAPSHOT

PHILIP PHIRI LTD, IT Support Performance Manager/Supervisor	2013–Present
DELOITTE TOUCHE TOHMATSU, Support Manager	2008–2012
CSR–INFORMATION TECHNOLOGY SERVICES, Senior Helpdesk Support	2007–2008

ONCALL SUPPORT SYSTEMS, Senior Technical Account Manager	2002–200
LOGICAL SOLUTIONS, Senior Engineer	2001–2002
APPLE COMPUTER, Senior Dealer Support—New Operating Systems	2001
DOMINO COMPUTERS/CMS Botswana, National Service Manager	1999
COMPUTER CELLAR/LOGIC SOURCE, Service Manager	1998

EMPLOYMENT NARRATIVE

PHILIP PHIRI LTD 2013–Present

IT Support Performance Manager/Supervisor

- Pioneered the company’s new foray into outsourced IT support, replacing a 9-year agreement that was consistently failing to deliver on service, structure, and performance.
- 6-weeks prior to “go live,” completely revamped internal processes and procedures after an intensive audit of call-management protocols, staff operations, incident reporting, escalation measurements, and key performance indicators.
- Hired new staff, identified deficiencies, and devised solutions for optimizing communications between the support area and end users.

Actions:

- Developed Service Level Agreements for both the business and outsourcing firm Hudson Global Resources.
- Spearheaded industry best practice enhancements through the implementation of ITIL methodologies; continued to consult with management on long-term visions from a global perspective including SMS/Email alerts for SLA monitoring.
- Managed the global initiative to roll-out HP Service Desk 4.

In just 9-months, results have been impressive:

- Cut ACD call abandon rates from 20% plus to just 6.5%.
- Boosted the reputation of the IT support division winning praiseworthy feedback from end-users impressed by the steep and rapid improvement in the quality of knowledge and service delivery from the very first month. Successfully combated a steady increase in IT support calls that had risen to 1000 calls weekly since the quality problem-resolution had improved.
- Launched productivity-saving protocols that slashed work backlogs by 65%.
- Spearheaded the company’s first SLAs with local business.
- Embarked on a comprehensive communication strategy that reinforced transparency. Renewed focus on keeping the local business users “in the loop” on potential issues surrounding planned outages, maintenance work, and system faults, won the appreciation of all end users.
- Standardized all group documents and email for optimum cost management.

DELOITTE TOUCHE 2008–2012

Support Manager, Extended Resolution Center

- Swiftly progressed from IT support analyst role, through team leadership, and finally Support Manager of the Extended Resolution Centre, second-in-charge to the Southern Africa Regional Support Director.

- Promoted during a turbulent period of organizational change that had prompted internal staff unrest through lack of recognition and training, elevated customer dissatisfaction levels, and high volumes of repeat support calls.
- With additional responsibilities for overseeing the IT administration and help desk areas for 7-months prior to a supervisory appointment, the challenges were immense—juggling daily operations, steering change, and instilling staff acceptance through transparent communications, training, and team-building.
- Results were impressive with “fix” rates pegged at 96%, surpassing the 75% service level delivery benchmark.

Management/operational contributions:

Identified skills deficits and spearheaded training schedules for teams lacking the technical and customer service skills critical to impart first and second-level support with clarity and resolution.

- Orchestrated “new starters induction kit” a regime providing 3-weeks full-time training for support staff, and an assigned “buddy” providing direction and measuring quality performances during initial week of fielding calls.
- Built persuasive case seeking acceptance for increased staff funding that promised a return on investment via guaranteed attainment of forecast individual call loads.
- Pioneered monitored key performance indicators for the first time in the division’s history. Initiative boosted staff productivity by 30% and created achievable goals in yearly performance evaluations.
- Instituted call logging, reinforcing the partnership between attention to detail and successful, efficient support operations. Idea sparked a three-fold improvement in the quality of call logging, becoming a formal process.
- Cut complaints from 20+ weekly to virtually non-existent levels.
- Launched successful staff bonus scheme “Play to Win”—an idea borne of a need to increase morale, teamwork and productivity through rewards and recognition of compliance to procedures, timeframes, attendance, and productivity KPIs.
- Generated revenues by opening business units to outsource internal IT support staff when required in field assignments.
- Introduced formal checklists that ensured step-by-step operations for machine maintenance. Quality assurance process of data back-ups and identical software configurations, avoided lost data and cut instances of customer complaints.
- Acting support director in support directors absence.
- Introduced “decision styles” to the formal review process.

Management/operational contributions:

- Partnered with key business personnel to produce “Customer Service Updates” forums—a means of presenting emerging technologies, brainstorming strategic directions, and reviewing/reinforcing goals. Secured key speakers across the organization from finance, technology, applications, and business. Initiative proved so successful, idea was later launched in Sydney, followed by other state offices.
- Introduced guidelines for dealing with multi-level communication issues, including organization-wide emails and voicemails, and Intranet system status advisory allowing staff to check planned or unscheduled outage details.

Special Projects/Contributions:

Key contributor to internal and outsourced projects spanning CRM, intranet, ehelphdesk, and Windows 2000 migration. Highlights:

- Project-managed the first group intranet from concept, through design, development, and implementation. Navigated the minefields of changing priorities to deliver the project on time, and to specification.
- Directed the ehelphdesk online intranet for PeopleSoft Vantive. Resolved design issues, coordinated multi-phased production testing and delivery, and collaborated with human resources and payroll divisions to develop and refine self-help areas for staff online accessing human resources and payroll information
- Major project stakeholder in replacing existing CRM system for PeopleSoft Vantive. Monitored project progress, ensured vendor compliance with contract agreement, and resolved complex technology issues with legacy systems versus automated features. New system produced return on investment in just 2-months, steering workflow increases of up to 30%, and cutting errors significantly.
- Steered Regional Technology Center support development.
- Credited with winning ITIL accreditation through implementation of industry quality standards.

Team Leader

1999–2000

Advanced troubleshooting and resolution of desktop, server, and application issues. Mentored staff, devised rosters, chaired meetings, and provided second-level technical support to local and international users across the Asia Pacific region.

- Acknowledgement as the team's most senior technical member prompted a two-week appointment to the U.S. to grasp technologies, terminologies and gain insight into the Siebel rollout project for the Asia Pacific region. Within 2-months of "go live" was cited by the U.S. for successful level of autonomy attained in steering project—a rarity compared with other similar rollouts globally.
- Personally conducted first-, second, and third-level support and training to users throughout BOTSWANA and Asia
- Authored blueprint for first- and second-level support documentation, providing step-by-step examples of routine solutions/fixes that aided support staffs' productivity and service delivery.
- Developed, implemented, and rolled out new support structure for Deloitte branded the "Personal Service Network" in collaboration with the APA Director. Involvement in the project, combining call centre contact across IT support, HR and payroll, spanned document definition, investigation into local and global integration potential, and staff selection, induction training, and KPI monitoring.
- Consistently accomplished "EE" (exceeding expectations) grade in personal performance reviews.
- Produced technical support documentation; email administrator; national voicemail system administrator; third level Siebel support for APA region.

Senior Support Analyst

1998–1999

Troubleshoot and resolved desktop, network, and systems issues; supported applications including Solution 6, Office, Notes, Novell, CCMAIL, Windows 98/NT and Norton's Antivirus. Administrator for Lotus Notes and Novell, providing after hours support, as well as remote access support for Shiva/Radius.

CSR - INFORMATION TECHNOLOGY SERVICES

1997–1998

Senior HelpDesk Support

National LAN/WAN support and 24-hour remote technical support. Within 4-months was appointed a senior member of the team. Winner, "Quality and Achievement" certificate for revamping the CSR Intranet.

ONCALL SUPPORT SYSTEMS

1992–1997

Senior Technical Account Manager

Delivered technical service and support to design studios, internet providers, marketing companies and major education schools such as Newington college. Subcontracted to organizations including Clemenger Advertising, WHO & TIME magazines, Nat West Markets, James Hardie Industries and more.

PRIOR ENGAGEMENTS

Logical Solutions: Senior Engineer (2001–2002)
Apple Computer, HelpDesk Support (2001)
Domino Computers/CMS BOTSWANA, National Service Manager (1999)
Computer Cellar/Logic Source, Service Manager (1998)
Seahorse Computers, Service Technician/Customer Support (1998).

TECHNOLOGY SUMMARY

Vast exposure over many years to all major operating systems, commercial and custom-built applications. Expert knowledge of systems, infrastructure, applications, and hardware—across small and large corporate environments. Recent exposure to HP Openview SD4 CRM, QMaster ACD telephone system.

PROFESSIONAL DEVELOPMENT

Microsoft Certified Systems Engineer (MCSE) Anticipated 2021/4
Certified Novell Administrator
Microsoft Certified Professional
ITIL Support Management, AIM

Hundreds of hours devoted to ongoing professional development via formal short courses, conferences, symposia, and information sessions. Topics include:

HDI Service Management symposium, "gEM" staff appraisal and mentoring programs, AIM Management, Exchange migration and implementation, Seibel system support and maintenance, SAP modules: inventory, and production; team building, quality service and time management, Lotus Notes administration, manpower management, and Apple Macintosh networking, peripherals, and service.

DAVID J. MATEMBA

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~ PROFILE: SUPPLY CHAIN PROFESSIONAL ~

Passionate professional with sound knowledge of Supply Chain Management, Supplier Sourcing, Operations, and Logistics. Recent graduate with Bachelor of Arts degrees in Supply Chain Management and International Business. Stellar academic career accompanied by international supply chain internship.

Noted for consistent, high level performance, ability to handle multiple high priority tasks, and well-developed interpersonal skills. Excels in team or individual settings within challenging and competitive environments. Superior communication skills, easily interacts with all levels of staff and colleagues driving productivity and organizational performance.

~ EDUCATION ~

UNIVERSITY OF MALAWI | ZOMBA, MALAWI

Bachelor of Arts, Supply Chain Management, GPA 3.9, 2021

Diploma, International Business, GPA 3.7, 2018

- *Inaugural Member of Supply Chain Management Club - One of the first members of club; served as Public Relations Chair, and organized club events catering to audiences of 100+ attendees.*
- *Tracked University of Malawi's Carbon Footprint; collected data revolving around electricity usage and volume of garbage – University adopted recommended strategies that reduced waste by 23%.*
- *Co-Developed University of Malawi Recycling Club.*

~ RELEVANT COURSEWORK ~

Logistics Management, Procurement & Supply Management, Production, Operations Management, SAP (Systems, Applications, & Products), International Financial Management, Project Management, Supply Chain Management Strategies, International Marketing, and International Relations.

~ PROJECT HIGHLIGHTS ~

- *Developed business plan for campus Biodiesel Plant; awarded **1st place** in ABC Case Competition.*

- *Evaluated supply chain strategies of Illovo Sugar (Mw) Plc, Press Cane, Universal Industries and Coca Cola; identified areas that improved efficiency of logistics and transportation functions by 12%.*

~ PROFESSIONAL EXPERIENCE ~

TOUCHE GARMENT FACTORY, INC. | Mzuzu City, Malawi | Summer 2020 Supply Chain Intern

Challenged to expand business for luxury garment company. Sourced cost-effective suppliers while maintaining focus on product quality. Leveraged exceptional communication, relationship management, and customer care skills to ensure seamless supply chain operations.

- Contributed to securing **\$10M** account with Asian corporation; devised plan detailing timing and project management resulting in **\$2M** in annual fees and trade revenue.
- Purchased and scheduled shipments of raw materials utilized in developing merchandise.
- Served in leadership capacity for new Italian contracts secured by company valued at **\$580k**
- Directed and controlled logistics for receiving, storing, and dispatching merchandise including shipment of **200K** jeans retailing in excess of **\$1M**.

JANE RUMPHI

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DISTRICT MANAGER - OPERATIONS MANAGEMENT - HOSPITALITY

CAREER HALLMARKED BY DELIVERING OPTIMAL CUSTOMER SERVICE AND QUICKLY ADAPTING TO NEW BUSINESS ENVIRONMENTS

- **Strategic Business Leader with strengths** in providing operational and customer-centric sales leadership. Expertise driving significant gains in revenue growth and bottom-line profitability up to 147%.
- **Business Management.** Experience managing multimillion-Kwacha operations while ensuring optimal operational efficiency and high customer value. Skilled in building, developing, and retaining high-performing teams.
- Acclimated to working cross-functionally across multiple business units to deliver against challenging performance metrics. Managed budgets up to K35.5M and understands all aspects of business operations.

VALUE-ADDED EXPERTISE

**Operational Leadership | Multimillion-Dollar Budget Management | Staff Management & Development
Team Leadership | Restaurant & Business Operations | Customer Service | Client Satisfaction | P&L Statements High-Touch Client Interaction | Strategic Planning & Execution | Cost Reduction & Control | Negotiations**

PROFESSIONAL EXPERIENCE

CEDAR'S RESTAURANT | BLANTYRE, MALAWI

2019 TO PRESENT

Independent, locally owned restaurant serving diverse, affluent clientele.

GENERAL MANAGER (2011 TO PRESENT)

Oversee all aspects of operations for high-volume restaurant providing bar, dining, events, and catering services. Ensure profitability and revenue targets are met through execution of integrated marketing, operational, and food and beverage strategy, aligning all areas of business to drive overall business growth. Manage 65 total employees and Management Team of 8-10 staff members.

- **Consistently exceeded K550M annual sales revenue** targets year-over-year.
- Slashed operational costs through sourcing new and renegotiating with existing vendors; **reduced linen costs by K48M, a 57% improvement.**
- **Utilized strategic approach to business**, analyzing P&L statements to determine appropriate plans to maximize profits without sacrificing quality.
- **Increase net revenue by 10% in first 12 months and by 15% by month 15** through introduction of training and staffing protocols.
- **Overcame chronic understaffing issues** by adding staff and implementing staffing strategies to fulfill business needs.
- Oversaw and planned Oatka festival, coordinating and building strategic alliances with local restaurants and retailers; **resulted in 110%+ spike in daily business on event day**, significantly enhancing Cedar's brand presence and exposure in community.

- Restructured strategic business program (Private Events) representing 25% of company's total business; **generated 50% boost in first year sales** while maintaining profit margin of 36%.
- Introduced innovative employee development program, providing company-paid English education to non fluent staff; **resulted in 3 employees gaining promotions and increased employee retention of 18%.**

BEVERAGE DIRECTOR (2009 TO 2011)

Managed bar operations and held accountability for entire beverage department and inventory. Ensured appropriate beer, wine, and spirit inventory levels. Provided operational and sales leadership to 10-person bar staff and delivered training and development as needed to ensure optimal performance.

- **Oversaw K15M monthly budget and interacted with 20+ vendors;** leveraged strong negotiation abilities to achieve favorable sales terms and pricing.
- **Achieved 22% cost goal for 18 consecutive months,** ensuring appropriate pricing at all times.
- Nominated for **Restaurant Association of Maryland Award** for best beverage program in state.
- **Implemented secret shopper program** to monitor employee performance; utilized program to coach and mentor staff, realizing 29% boost in customer service ratings.
- Created and maintained seasonal cocktail, wine, and beer list, **increasing sales by 14%.**

STAMPEDE RESTAURANT | LILONGWE

2008 TO 2009

Hospitality driven local restaurant owned by same ownership group as Cedar's Restaurant.

HEAD TRAINER | SHIFT LEADER | SERVER

Provided consistent, high-quality service to customer base in high-volume, fast-paced setting. Interacted with diverse customer demographic and delivered exceptional customer experience, maintaining valued customer relationships with restaurant. Selected to leadership roles based on performance.

- **Trained 10-person staff** on operational and sales procedures, boosting revenue by 12%.
- **Improved overall operational efficiency** by 22% through staff training on point-of-sale system.
- **Enhanced sales acumen of staff,** providing expertise on food and beverage options.
- **Performed end-of-shift** payroll and paperwork functions.

Xyz BANK | Cape Town

2007 TO 2008

Diversified financial services company with ZAR100M+ in annual revenue.

MORTGAGE BANKER

Assisted customers with home financing needs, providing new home purchase or refinance solutions. Gained thorough understanding of clients' financial situation to determine appropriate products. Built strategic partnerships with industry professionals to grow customer base by 38%.

- **Generated ZAR3.5M in loan originations** in single month, ranking #1 in sales production.

- **Earned promotion to Loan Officer** within 6 months versus typical 12-month timeframe.

EDUCATION

University of Malawi (UNIMA)
Bachelor of Business Administration

Branch Manager, Finance

Today's Date

Hiring Manager's Name

123 Company Address

Dear [Hiring Manager's Name],

As an experienced Branch Finance Manager with a strong focus in accounting and financial leadership, am writing to express my interest in applying for the [Position Title] position at [Company], which I learned about through a job listing on [Source]. Based on my experienced working with Efflux Bank, I believe my expertise with business management in a hands-on setting paired with my passion for customer service present me as well-prepared candidate for this position.

- **As a Sales and Service Manager**, I developed the leadership and business management skills necessary to excel in a position like [Position Title]. As the assistant to the Branch Manager, I supervise all daily operations and accounting activities at my branch. Additionally, I prepare much of the financial reporting necessary for making strategic decisions – including cash auditing, budgeting, costing, and revenue projection. This position perfectly prepares me with the financial accounting know-how necessary to understand the role and the leadership and the customer-centric mindset to achieve objectives to improve the lives of the people [Company] serves.
- **In the Leadership Development Program**, I sharpened an in-depth knowledge of commercially processing – such as investigating and producing credit reports, processing loans, underwriting, growing revenue, and reporting on financial health. Here I attended, I received mentorship from upper management that helped promote me into the astute leader that I am. Ascending through the program has given me the opportunity to foster a strong sense of leadership, diligence, and financial acumen that set me on the path I am on today - the same skills that will help me be someone on your team who can motivate others to exceed customer expectations and outperform competing firms.
- **[Position Title] demands a high-level competency in customer focus**, which I have demonstrated through my job trajectory. Starting my career as a Bank Teller honed my strong banking services knowledge and my unfailing desire and care for great customer service. Additionally, it demonstrates my professional goals for consistent personal innovation, relationship building, and autonomy.

I am passionate about my work in branch management, accounting processes, and customer relations. Furthermore, I am looking to be challenged in a new role where I can leverage my financial budgeting experience and expertise in a new environment; where I can continue to expand my skillset and excel as [Position Title] at [Company].

Please feel free to contact me via email with questions of further information. Thanks for your time and consideration, and I look forward to hearing from you.

Sincerely,
Johns Salima.