

CURRICULUM VITAE

CAREER OBJECTIVE

An enthusiastic and proactive with good customer orientated skills and relevant work experience, keen to work in a commercial environment, interacting with clients and colleagues and using financial skills to help progress the business. Effective communicator and efficient of preparing and presenting reports both oral and written and Effective team player, a hard worker, able to work under pressure, good interpersonal skills, innovative and strong leadership skills.

PERSONAL DETAILS

SURNAME	:	Store Chiwaya
FIRST NAME	:	Chimwemwe Esther
DATE OF BIRTH	:	06 th November 1984
MARITAL STATUS	:	Married
NATIONALITY	:	Malawian
RELIGION	:	Christian
CONTRACT ADDRESS	:	C/o Mike Chiwaya Airtel Malawi P.O Box 57 Lilongwe Cell: 0999 247 614 / 0999959907 Email: chimwechiwaya@gmail.com

WORKING EXPERIENCE

The Development Fund of Norway

Post: Finance and Administration Assistant

Duties include

- Preparing payment vouchers, banking, filing, transport logistics.
- Ensuring that DF vehicles are road worthy all the time by keeping schedule insurances, services and certificate of fitness.
- Make Hotel reservations for visitors, welcoming visitors at the airport, sourcing quotation and conduct errands.
- Ensuring that all floats are closed on time by staff with legally valid paperwork.
- Undertake proper filing of finance documentation including vouchers and always ensure safe keeping.
- Manage petty cash and reconciliations for the country office.
- Coordinate with management during procurement of goods and services to ensure that all policy procedures are satisfied.
- Maintain up-to-date bank and book reconciliations.
- Any other duties as required by DF Management.

Civil Society Network on Climate Change

Post: Finance and Administration Officer (From 2018 to 2019)

Duties include

- Authorizing payment vouchers, writing cheques, cash books and bank reconciliations.
- Writing financial statements and projects financial reports.
- Posting of accounting transactions in QuickBooks accounting system.
- Attending to both internal and external audits.
- Ensuring that all statutory requirements are met on time i.e., PAYE, income tax, VAT, WHT, pension, etc.
- Managing project grants for different partners at the institution
- Budgeting monitoring and evaluation of budgets in timely manner,
- Checking authenticity of documents and presentation of financial information to the board

- Managing recruitments and policy issues at the institution
- Attending to all administration issues within the organisation

Airtel Malawi Express Shop from April 2016 to July 2017

Post : Customer Care Representative

Duties include:

- Attracts potential customers by answering product and service questions, suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.

Airtel Malawi Call Centre from March 2014 to March 2015

Post : Customer Care Associate

Duties include:

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information, confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines, recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

Likuni Caterers from January 2011 to December 2011**Post : Stores Clerk****Duties include:**

- Maintains a record of the amount, kind and value of items on hand.
- Supervises packing, shipping and receiving operations and Records distribution of stock items.
- Maintains control records showing stock on hand; stock on order and stock used during previous periods.
- Reviews stock records and recommends or initiates ordering of supplies to maintain adequate stock levels.
- Plans and supervises the arrangement and rotation of stock for convenience of handling and prevention of deterioration and spoilage. Assists or supervises the ordering of special items.
- Assists with the receiving, storing and issuing of merchandise.
- Assists in performing inventory of supplies stored in the store's receiving unit, reviewing specifications and prices of items to determine the best type for use, and preparing special and other reports, as necessary.

Izwe Loans Limited From 2008 – 2009**Post: Accounts Assistant****Duties include:**

- Preparing salaries and allowances
- Deducting Tax from Salaries
- Issuing and reconciling fuel coupon.
- Petty cash management
- Accounting ledgers management.
- Bank reconciliation

Malawi Rural Finance Company From 2005 – 2007**Post : Bank Clerk****Duties include:**

- Reconciliation of bank accounts and creditors accounts
- Petty cash management
- Chief cashier management
- Capturing cash receipts data into the system
- Customer registration in the system
- Writing and posting journals in the system

- Front office (banking) management
- Proper and orderly filing

PROFESSIONAL PROFILE

MALAWI COLLEGE OF ACCOUNTANCY

2017 up 2019: Bachelor's Degree in Applied Accounting, Auditing & Information systems.

2012 to 2014 Accounting Technician Diploma (**PAEC**) Public Accountant Examination Council of Malawi.

Key units: Costing and Budgetary Control and Auditing, Taxation, Business Mathematics and statistics, public finance Macro-economic theory, Communication Skills, Accounting 1 & 2, Information Systems, Economics,

Certificate in Financial Accounting (**PAEC**)

COURSE OUTLINE

- Financial Accounting
- Business Mathematics & Computing
- Business Communication
- Business Knowledge

(2007): Certificate in Customer Care

2002: Malawi School Certificate of Education

COMPUTER LITERACY

- Microsoft word
- Microsoft Excel
- Micro banker
(Command Prompt)
- QuickBooks
- Sage Line 50
- Bankers Realm

HOBBIES AND OTHER SKILL

- Making Friends & Reading books

Skills

- Able to work odd hours and Team spirit
- Creativity and Team Work
- Organisation – Excellent organizational skills and self-motivation, which is demonstrated by ability to continually meet deadlines, achieve high grades and effectively balance course work with part-time employment.

PROFESSIONAL REFERENCES

1. **Mr. Joseph Njoka**
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