

QOCHIWE .Y. LUNGU-BWANALI

c/o P.O. Box 30832

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Lilongwe 3

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ACHIEVEMENTS

- Was selected to set up and manage the first ever in-house Card production centre for MSB
 - Successfully achieved zero frauds and forgeries within the department
 - Build and develop card printing standards for the bank
 - Improved operations process
 - Was selected as a trainer in Ethics and Professionalism, Customer Service, Products and Services
 - Responsible for the development of induction training manuals and job aids
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WORK EXPERIENCE

ALLIANCE FOR AFRICAN PARTNERSHIPS (AAP)

(Consortium under Michigan State University, MSU)

Africa Office Administrator

March 2020 to date

Responsible for the day-to-day running of the office

- Administration and financial management
- Coordinating all logistical issues (travel, accommodation, venue bookings)
- Scheduling meetings and appointments
- Identify, manage and improve procurement process
- Ensure working within legal framework
- Systematic follow up on outstanding invoices
- Maintain accurate financial records
- Database creation and management
- Asset and inventory management
- Rapport and foster collaborative relationships

MALAWI SAVINGS BANK LTD

Operations Manager

Jan 2014 to April 2016

Responsibilities:

- Risk assessment to mitigate frauds and forgeries
- Identify and manage key gaps in staff numbers and performance
- Liaise with business units on budget preparation
- Budget Preparation and allocation
- Training of business units in reconciliation and performance monitoring
- Performance review
- Compile periodic reports

Cards and ebanking Services Manager
July 2012 to Dec 2013

Responsibilities:

- Set up and manage the Card Printing department
- Improve processes and develop best practice
- Stock Management
- Operational Risk Management
- Increase uptake of services and retention
- Compile daily and periodic reports
- Supervise team and performance management
- Training of new and current staff

Retail and Business Banking Manager
April 2011 to June 2012

- Accountable for South East Region Clients
- Train team on business development and monitoring
- Plan, grow and monitor portfolio
- Identify and manage risks
- Carry out customer visits and reporting
- Coordinate public awareness events and communication
- Collaborate and cultivate stakeholder relationships

Customer Services Manager
June 2009 to March 2011

- Ensure growth of customer base and manage retention
- Manage daily Branch Operations and Administration
- Fleet management
- Scrutinize, authorize transactions and reconciliation
- Operational Risk management
- Ensure adherence to laid down procedures, rules and regulations
- Identify gaps in staff, resources and provide recommendations and solutions

ECOBANK MALAWI LTD
Customer Services Manager
Oct 2008 to May 2009

- Monitor Branch Operations and internal control systems
- Monitor front and back office service delivery to match Continental wide quality
- Branch administration and fleet management
- Customer Relationship Management
- Reconcile Cash and branch accounts
- Compile periodic audit checks and surprise checks
- Carry out spot checks to improve operational efficiency
- Compiling and timely submission of branch reports to Head Office
- Supervise team and carry out performance review

NATIONAL BANK OF MALAWI

Team Leader

Jan 2004 to Sept 2008

- Day to day managing of business unit
- Processing of Forex transactions including SWIFT messages, Cash passports
- Scrutinize and authorize transactions
- Reconciliation of branch accounts to mitigate frauds
- Ensure timely production and distribution of monthly statements
- Daily balancing of Vault cash and ATM cash
- Supervision, training and assessment of team

Graduate Trainee

May 2002 - Dec 2003

Underwent intensive, in-house on-the-job training in various departments in the bank

Bank Clerk

Nov 2001– May 2002

- Processing internal customer and external customer loan applications
- Collection of Fees and ensure no leakages
- Customer Relationship management

QUALIFICATIONS

BA Business Administration (Hons)

De Montfort University, Leicester, UK

Sept 1997 - June 2000

Supervisory Management

UNIMA, Management Development Centre

Aug 2006

COMPETENCIES

- Collaborative and team player
- Analytical and problem solving
- Excellent interpersonal skills
- High Moral and ethical standards
- Highly organized, Resourceful
- Energetic and a Quick learner
- Flexible and able to meet tight deadlines
- Ability to prioritize, and work under pressure
- Quality and results conscious
- Attention to detail
- Computer literate and proficient in MS software applications

REFERENCES

Assistant Director

Dr Tony Milanzi

AAP

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Former Head of Operations

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Treasury Manager

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