

## EVELYN CHIMBU NYIRENDA

% Ministry of Home Affairs| National Registration  
Bureau/BagB318  
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### PERSONAL PROFILE

Strong Background in ICT Applications support and Operations. Committed to improving business productivity and efficiency.

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### EDUCATIONAL QUALIFICATION(s)

BSc Management Information Systems	The Polytechnic	2007-2009
Diploma in Business Management	MCA	2007 -2007
Diploma in Business Information Systems	The Polytechnic	2003-2006

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### EMPLOYMENT HISTORY

#### Current

#### Systems Analyst

Min of Home Affairs (National Registration Bureau)

May, 2017 - Present

#### Main Duties Performed:

- Systems Support and Maintenance
- Participate in any new ICT projects.
- Perform Systems Backup and monitor log shipping to the DR site.
- Active Directory Support to Users
- Create and maintain users in the systems
- Provide support to field staff on biometric capturing and troubleshooting
- Attend to queries by both staff and clients as they are presented.
- Monitoring servers and Database Administration

**Operations Officer****Malawi Savings Bank (Operations Dept)****May, 2015 to April, 2016****Main Duties Performed:**

- Supervising the processing of salaries and allowances
- Monitoring ATM's, E-banking and New accounts opening.
- Issuance of Bank cheques
- Complaint handling and resolution
- Funds transfer processing.
- Supervision of Daily Agency Operations
- Handling queries concerning ATMs, ATM cards, Internet Banking.
- Making sure that customer ATM Refunds are processed in time.
- Making sure that Card applications for both new and replacement cards are processed in time.
- Providing various reports to management as and when needed.

**Systems Support Officer-Payment Systems****Malawi Savings Bank (ICT Department)****Jan 2014 to April, 2015****Main Duties Performed:**

- Systems Support of Channel applications like E-banking, ATMs and Cheque Clearing Systems.
- Monitoring and Maintenance of Channel applications like E-banking, ATMs and Cheque Clearing Systems.
- Participate in ICT projects and involved in the design phase of any new ICT software development or system implementation projects.
- Implement approved system change requests within specified time period
- Managing various user accounts
- Systems inventory management
- MS Exchange Server administration.
- New Computer Configurations

**Operations Officer, Systems Support****Malawi Savings Bank (Operations Department)****Jan 2012 to Dec 2013****Main Duties Performed:**

- Providing general support and guidance to users on the banking system
- Setting up and maintenance of products in the system
- Setting up and maintenance of rates, charges in the system
- Creation of new business units in the system in liaison with the Finance Department
- Defining service providers, Bank Identifier Codes (BIC) and bank cheques in the system

**Systems Support Supervisor**  
**Malawi Savings Bank (ICT Department)**  
**Main Duties Performed:**

**April 2010 to Dec 2011**

- Providing Applications support and troubleshooting.
  - Performing minor repair and maintenance of computer hardware and peripherals
  - Antivirus administration and management.
  - Systems Administration
  - Installing and configuration of Microsoft software, Antivirus software and other in-house systems
  - Install, assemble, and configure computer systems, printers, monitors, and network.
  - Manage the user's helpdesk by attending to reported issues, assigning them to responsible officers and producing reports according to progress in tasks assigned.
  - Working with the software NEPTUNE Project Team in implementation of a Human Resource Management System – People plus HR System, Oracle.
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**Skills**

- Demonstrated knowledge in Applications Support and Systems administration.
  - Ability to work effectively with service users, staff and other professionals in a highly-intensity environment.
  - Ability to work independently and a good team member.
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**REFEREES**

**Ezekiel Mangani**

ICT Security and Infrast Man  
Old Mutual  
P.O. Box 393  
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