

Ms THANDIWE LONGWE
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Profile

A young versatile Social Studies graduate, skilled professional with hands on experience in the education, banking, and tobacco industries. Looking for an opportunity to showcase skills and contribute to organisational goals.

WORK EXPERIENCE

Japan Tobacco International Leaf Malawi
People & Culture Associate

April 2020- Present

Job responsibilities include:

- Receiving and organizing job applicant documentation, conducting initial screening interviews, and contacting references to verify backgrounds.
- Assist to develop and implement solutions to increase JTI's employer brand awareness internally and on the employment market to ensure top talent attraction and retention.
- Ensuring employees receive statutory required training and coordinating the JTILM Talent Development processes, fully utilizing the existing opportunities and identify additional opportunities to leverage technology to enhance employees' career advancement.
- Supporting line managers and employees across the employment lifecycle to ensure high performance, successful change management, effective employee relations, disciplinary and grievance handling, performance management, and absence management.
- Providing consistent inhouse opportunities for employees at supervisory level and below to develop competencies, skills, and knowledge relevant to their respective jobs and work group competencies considering a variety of development methods.
- Developing, implementing, and managing a broad range of HR projects and initiatives that contribute to the improvement of People and Culture service delivery across the business e.g., Employee recognition, safety, welfare, wellness, and health.
- Managing and overseeing the Graduate Development Program.
- Reviewing and updating HR documents such as company policies, employee data, position descriptions and training evaluations as well as reports.

Japan Tobacco International Leaf Malawi
Front Desk Associate

April 2019- March 2020

Job responsibilities include:

- Organizing travel and accommodation reservations for staff as well as temporary employment permits for Expatriate staff.
- Handling event coordination; specifically contacting suppliers, caterers, décor teams and entertainment if necessary.
- Managing conference or meeting rooms, arranging off site conference meetings.
- Managing outsourced service providers for office premises (cleaning, caterers, drivers, and maintenance services).
- Managing office supplies such as stationery, consumables as well as office equipment.
- Directing clients to appropriate department and answering all general questions.
- Filing and data management, as well as drafting and editing short office memos, writing reports, and taking minutes.
- Mail management.
- Performing ad-hoc administration duties.
- Drafting company communications, official letters and minute taking.

First Capital Bank of Malawi
Bank Teller

June 2017 – February 2019

Job responsibilities included:

- Handling transactions of cheque and cash withdrawals as well as deposits.
- Processing cheques and utility bill payments.
- Handling customer queries.
- Offering financial advice to customers.
- Assisting with processing the bank's day to day expense transactions and data management of customer information into the banking system.

HHI Mission Secondary School- Volunteer Teacher
Wadonda Consult Ltd- Research Assistant
Matindi Girls Academy- Intern Teacher
Kamuzu Academy- Intern Teacher

April 2017 – May 2017
February 2017 – March 2017
October 2016 – December 2016
January 2016 – March 2016

EDUCATION

2015 Bachelor of Education (Social Studies), University of Malawi, Chancellor College.
2009 Malawi School Certificate of Education (MSCE), Tukombo Girls Secondary School.
2007 Malawi Junior Certificate of Education (JCE), Our Lady of Wisdom Secondary School.

SKILLS

- Capable of multitasking.
- Able to coordinate well in teamwork.

- Takes heed of instructions.
- Excellent communication skills.
- Able to master new skills quickly.
- Excellent event organizer.
- Innovative and creative.
- Proficient Computer skills (Microsoft Office and SAP HR system).

ACTIVITIES

- Active member of **Rotary Club of Lilongwe-Lingadzi, Director of Training 2021-2022**
- **I-Secure Champion** of People & Culture department, **JTI Leaf Malawi, 2020-2022**
- **Safety Ambassador** at JTI Leaf Malawi, **2020-2022**

REFERENCES

Arthur Tsonga, People & Culture Manager, JTI Leaf Malawi, P.O Box 40012, Lilongwe, Malawi.
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McNeil Njikho Branch Manager, First Capital Bank, Lilongwe Branch, P/Bag 85, Lilongwe, Malawi.
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