

# CURRICULUM VITAE

RTT Intelligent Logistics  
P.O. Box 30899  
Lusaka  
Phone: +260 977 856 222 / 0960 996 950

## A. PERSONAL DETAILS

Name : Kapembwa Edward  
Date of Birth : 13<sup>th</sup> June 1980  
Place of Birth : Kabwe  
Marital Status : Married  
Nationality : Zambian  
Religion : Christian  
Phone : +260 977 856 222  
E-mail : [kabwekapembwa@gmail.com](mailto:kabwekapembwa@gmail.com)

## Profile

- ❖ A dynamic individual possessing year of hands on experience in clientele, fleet management warehousing and Customs Clearing and Freight forwarding management related matters.
- ❖ Have a passion for achievement and winning, and the skills and competences to make it happen.
- ❖ A team player with competent organizational skills can do multi-task and show initiative.
- ❖ Strives to create a working environment that is with integrity and professional excellence
- ❖ Enjoys the opportunity to pursue challenging goals
- ❖ A diverse person who can adapt and grow in response to the ever changing market with strong interpersonal skills.
- ❖ An effective and highly motivated individual with dependable analytical skill and Customer service background coupled with hands on experience in the field of Clearing and forwarding and Warehousing.

## B. ACADEMIC QUALIFICATIONS

1996 - 1998 : Senior Secondary Education  
Mkushi Secondary School - Mkushi, Central Province

1995 - 1996 : Junior Secondary School  
Mupapa Adventist Academy -Ndola, Copperbelt Province

1987 - 1994 : Lower and upper primary education  
Kapiri Primary School - Kapiri-Mposhi

## C. PROFESSIONAL QUALIFICATION

2016-2019 : Bachelor of Business Administration -University of Lusaka (UNILUS)

2012 - 2015 : Diploma in Business Administration- Copperbelt University (CBU)-Kitwe

2000 -2001 : Diploma in Marketing - London Chamber of Commerce & Industry London, United Kingdom

### **In - house Short Courses attended**

- ❖ Managing Misconduct - Bell Equipment Zambia Limited
- ❖ Knowledge in SLE/WMS system
- ❖ ASYCUDA++ rollout - Zambia Revenue Authority - Customs
- ❖ Customs Valuation and Classification - Hill & Delamain Zambia

### **Attributes**

- ❖ Fast learner
- ❖ Holder of SADC driving license - Class C
- ❖ Proficient in Microsoft Office 2013

### **Award**

- ❖ Awarded 2014 Labor Day award employee of the year.
- ❖ Awarded distinction in Customs Valuation and Classification

### **Leadership experience**

- ❖ Branch Manager -Zambia RTT Intelligent Logistics
- ❖ Customs Clearing Supervisor -Hill & Delamain
- ❖ Account Manager - Hill & Delamain Zambia
- ❖ Customs Clearing and Forwarding Manager - Inland Investments Limited

### **Areas of Expertise**

- ❖ Customs Clearing and Forwarding
- ❖ Logistics and fleet Management
- ❖ Customer Service
- ❖ Warehousing Management

## **D. WORK EXPERIENCE**

**November 2016 to-date - RTT Intelligent Logistics**  
**Duties and Responsibilities - Branch Manager**

### **Plan, Direct, Monitor and Control Branch**

- ❖ Plan and execute the branch operations strategy
- ❖ Develop continuity plans to ensure operations run seamlessly
- ❖ Manage costs effectively
- ❖ Monitor and control processes through the implementation of SOP's and analysis of reports from staff
- ❖ Review and improve processes regularly to ensure effective service delivery
- ❖ Ensure communication with customers
- ❖ Effectively manage customers loss control
- ❖ Ensure efficient collections and deliveries by close monitoring
- ❖ Achieve operational standards as per group policy
- ❖ Responsible for supervisors ,admin staff and warehouse staff

### **Project Management**

- ❖ Develop and implement technical project management tools such as plans, schedules, responsibility and compliance matrices
- ❖ Manage operations and roll out
- ❖ Ensure freight is Customs cleared accordingly.

### **Strategic Human Resource Management**

- ❖ Manage staff in the achievement of planned objectives and targets by ensuring that the Branch has a high performance culture.

- ❖ Clarify staff roles and responsibilities, set performance objectives, manage and conduct performance reviews in accordance with policies and procedures and take corrective action where necessary
- ❖ Implement a succession plan
- ❖ Build a pro-active environment where staff can take responsibility for results
- ❖ Set and achieve Employment Equity targets
- ❖ Identify critical skills essential for sustainability of service delivery and the development of succession plans and give feedback.

#### **Produce Reports**

- ❖ Produce daily logistical reports
- ❖ Produce reports in accordance with policies, procedures and legal requirement
- ❖ Quality-check the report to ensure accuracy, relevancy and completeness and apply changes where necessary.

#### **Manage Budget**

- ❖ Prepare and manage the Branch operational budgets
- ❖ Spearhead budgetary expenditures within authorization limits or delegations
- ❖ Report on Branch Operations
- ❖ Ensure the reduction of costs of all resources

**2015 August to November 2016 - Hill and Delamain Zambia - Lusaka**

#### **Account Manager reporting to the Branch Manager**

##### **Duties and responsibilities**

##### **(A) Administration**

- ❖ Supervise staff. To ensure that staff are working at all times to avoid idleness and maintain high levels of discipline and take disciplinary action when required in accordance with the Disciplinary Procedure Code
- ❖ Ensure that staff comply with laid down Company Rules and Regulations
- ❖ Promote team work and ensure efficient coordination among all other departments
- ❖ Maintain high levels of security in order to safeguard company property and clients goods.

##### **(B) Enforcement**

- ❖ Ensure efficient handling of all import and export cargo for accounts assigned
- ❖ Ensure efficient service delivery and maintain good customer relation with all clients
- ❖ Submit required reports in a timely manner

##### **(C) Compliance**

- ❖ Ensure all payments are made before signing the delivery note authorizing release of shipments
- ❖ Ensure correct tariffs are applied when invoicing assigned clients
- ❖ Ensure timely issuance and payment of invoices and comply with company credit policy.

##### **(D) Accountability**

- ❖ Approve all invoices and sign the delivery note authorizing release of cargo from the warehouse
- ❖ Ensure retain of copies of all documents for the import and export clearances process
- ❖ Close files in a timely manner and maintain an orderly filing system
- ❖ Ensure re-charge and timely payment of third party charges
- ❖ Ensure efficient and effective use of company resources and see to it that costs are within the budget allocation.

**(F) Other**

- ❖ Plan, arrange and coordinate vehicles for fine deliveries to the Malls/shops with the urgency shipments deserve.
- ❖ Ensure delivery timelines are met to satisfy clients.
- ❖ Communicate deliveries with respective stall managers.
- ❖ Ensure and coordinate the Inter Branch transfers (IBT's) of stock delivered accordingly in conjunction with Store managers.
- ❖ Ensure delivery invoices are issued and sent within a shortest possible time.
- ❖ Coordinate the final clearance and local fine distribution of TFG, Ackermans and Truworths merchandise (RTT clients).

**2008 August - 2015 Shipping Administrator -Bell Equipment Zambia -Kitwe Responsibilities**

<b>Customs Document Preparation</b>	<ul style="list-style-type: none"><li>❖ Received Pre-Alerts from the Country of export.</li><li>❖ Prepared customs bill of entries for Air/Road Freight.</li><li>❖ Submitted Air/Road Freight/Bonding and Ex-bonding bill of Entries into customs</li><li>❖ Made sure files were opened for each shipment.</li><li>❖ Prepared payment vouchers to accounts for outstanding entries.</li><li>❖ Arranged special delivery requests from Customs.</li></ul>
<b>Shipped Goods Collection</b>	<ul style="list-style-type: none"><li>❖ Collected cargo from the handling agent.</li><li>❖ Attended customs queries and amendments.</li><li>❖ Presented special delivery documents to Airport customs for final release of goods.</li><li>❖ Attended to all Customs related matters</li><li>❖ Ensured all payments were done to customs and documents released.</li><li>❖ Attended ZRA meetings as and when required.</li><li>❖ Ensured goods coming by road are cleared timeously</li><li>❖ Coordinated with Clearing agents at the border for shipments</li></ul>
<b>Clearing License</b>	<ul style="list-style-type: none"><li>❖ Submitted relevant documents to ZRA for securing of Self-Clearing license. Custom form for parts - Form 17. Customs form for units - Form 17A.</li></ul>
<b>General Supervision</b>	<ul style="list-style-type: none"><li>❖ Supervised Unit/vehicles bonded warehouse and ensured procedures were adhered to.</li><li>❖ Maintained housekeeping, security and safety (SHEQ)</li><li>❖ General payment of Customs taxes on time.</li><li>❖ Ensured customs registers were always updated.</li><li>❖ Supervised all Bell Equipment imports and exports.</li><li>❖ Assisted management as and when required</li></ul>

**2004-2008 : Hill and Delamain Zambia - Customs Clearing Supervisor**

**Responsibilities-Reported to the Branch Manager**

- ❖ Managed Sandvik Mining and Construction account, Atlas Copco account and Hill and Delamain bonded warehouse.
- ❖ Framed bonding/ex-bonding entries and submitted to ZRA
- ❖ Managed Weir Minerals account on final importation, bonding and ex-bonding of entries
- ❖ Formulated daily client report with regards to position of their consignment.

- ❖ Managed general clients which included
- ❖ Coordinated Spectra Oil Corporation account on all removals in bond and made sure they are all customs cleared.
- ❖ Made sure all shipments were customs cleared within time
- ❖ Attended to Customs queries promptly.

#### **2004-2005 - Inland Investments Limited, Clearing & Forwarding Limited-Lusaka**

##### **Promoted to the position of Head - Customs Clearing and Forwarding**

##### **Responsibilities -Reported to the Managing Director**

- ❖ Ensured customer satisfaction and retention
- ❖ Supervised four branches i.e. Ndola,Kasumbalesa,Kapiri-Mposhi and Nakonde
- ❖ Maintained cordial relationship with customs
- ❖ Expanded sales volume
- ❖ Developed excellence in customs clearing and forwarding
- ❖ Updated all branches on changes of taxes and S.I's.
- ❖ Monitored bonded warehouses operations and renewal of licenses.
- ❖ Supervised the tracking of Sea, Air and Road Freight to Zambia and Congo DR through Dar-es Salaam
- ❖ Formulated and implemented all strategies in the clearing department
- ❖ Implemented all policies laid down by senior management

#### **2001 - 2002 : Inland Investment Limited -Ndola, Zambia**

##### **Customs Clearing Supervisor - Ndola**

##### **Responsibilities-reported to the General Manager - Copperbelt**

- ❖ Managed Inland Investments RsIT account effectively
- ❖ Submitted Customs updates to management and other branches
- ❖ Supervised Ndola & Kapiri-Mposhi Branch.
- ❖ Initiated submission of monthly reports
- ❖ Provided clients with updated information regarding their consignments
- ❖ Supervised the cargo containers movement
- ❖ Implemented all plans formulated by management-speeding profitability from time to time
- ❖ Elevated to position of Head - Clearing and Forwarding
- ❖ Incharge of Customs license renewals ( Transit ,Bonded Warehouse & Carriers)

#### **E. HOBBIES**

- ❖ Reading and analyzing Business articles
- ❖ Learning
- ❖ Playing Golf
- ❖ Making Friends

## **F. REFERENCE**

**Mr. S.Mazuba.**  
Senior Collector - DMI  
Zambia Revenue Authority  
P O Box 35710  
**Lusaka**  
Phone No.0977 531 286

**Mr.Hiten J Bhagat**  
Chief Executive Officer  
Hill and Delamain Zambia Limited  
P O Box 30889  
**Lusaka**  
Phone No.+260977640 200

**Mr. Samson Chingozho**  
Managing Director  
Bell Equipment Zambia  
P.O Box 210367  
Kitwe  
  
Phone No. +260975 637 037