

CHIRWA Dumera
National Bank of Malawi
P.O. Box 30317
Capital City
Lilongwe
Mobile: +265 99 99 27 234
Email: dchirwa@natbank.com
Date of Birth: 22 April, 1984

EDUCATION

Bachelor of Applied Accounting, Audit & Information System (2019)

Relevant areas studied

- | | |
|----------------------------------|---------------------------------|
| a) Corporate financial reporting | f) Business Information Systems |
| b) Financial Accounting | g) Macro economics |
| c) Advanced Auditing | h) Micro economics |
| d) Audit and Assurance | i) Managerial Accounting |
| e) Computer Audit | k) Public sector finance |

Research

Dissertation titled *“The impact of Change and resistance to change on information technology: The case study was National bank of Malawi Capital City service center”*.

ACCA technician (2004)

PROFESSIONAL EXPERIENCE

2019 - Current Head Teller – National Bank of Malawi, Capital City Service Centre, Lilongwe, Malawi

- Managing frontline service delivery.
- Administering cash operations
- Coordinating training needs for tellers
- Conducting departmental meetings
- Monitoring of cash reports
- Conducting appraisals for cashiers

Competencies gained

- Administrative skills
- Knowledge of team management
- Cash holding management skills
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AGENCY SUPERVISOR – Managing frontline service delivery

- Management ATMS and daily balancing of ATM
- Attending and timely revolving Customer complaints
- Managing cash treasury by observing cash holding limits

2012- 2018 Teller – National Bank of Malawi, Capital City Service Centre, Lilongwe, Malawi

- Paying and receiving cash
- Selling bank products

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- Competencies gained**
- Customer service
- Knowledge of handling cash

2009-2012- Data input clerk-Customer Service Division,Head Office

- Capturing customers data when producing cards
- Reconciling bill payments

TRAININGS ATTENDED

- Cashiering
- Head teller
- Managing group dynamics
- Supervisory training
- Succession and career planning training
- Performance and appraisal management

LANGUAGE (spoken)

Chichewa:

English:

COMPUTER KNOWLEDGE

Micro soft word, Micro soft excel and Power point

REFERENCES

Mr George Nyirenda
Service Center Manager
National bank of Malawi
Capital City service center
P. O Box 30317
Lilongwe 3

Mr Arthur Kawelama
Accounts Relationship Manager
National Bank of Malawi
Capital City service center
P. O Box 30317
Lilongwe 3

Mr Brian Chipofya
Team Leader Front Office
National Bank of Malawi
Capital City service center
P. O Box 30317
Lilongwe 3