

CURRICULUM VITAE

PERSONAL INFORMATION

Name: Heavenlight A. Mwipi
Date of birth: 12 December, 1991
Gender: Female
Marital status: Married
Nationality: Tanzanian
Address: P.O. Box 1256, Arusha Tanzania.
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Language: Fluent in English and Kiswahili (both, speaking and writing)

PROFILE & PROFESSIONAL OBJECTIVE

I am organized, proactive and person with experience and managing details under pressure in complex and competitive environments. Immaculate guidance and counselling skills, team player, able to coordinate well with fellow staffs, and superiors.

My current objective is to apply my knowledge and abilities whenever called upon to serve and participate in helping employees and the organization to solve day to day problems in achieving organization goals and objectives.

EDUCATION BACKGROUND

2010 – 2013: KAMPALA INTERNATIONAL UNIVERSITY – KAMPALA UGANDA
BACHELOR DEGREE IN HUMAN RESOURCE MANAGEMENT

2008 – 2010: ARUSHA MERU SECONDARY SCHOOL – ARUSHA
ADVANCE CERTIFICATE OF SECONDARY EDUCATION

2004 – 2007: JAFFERY HIGH SCHOOL – ARUSHA
ORDINARY LEVEL CERTIFICATE OF SECONDARY EDUCATION

WORK EXPERIENCE

DURATION	ORGANIZATION	POSITION	DUTIES
October 2013 - March 2014	NATIONAL MICROFINANCE BANK - (NMB)	CREDIT REFERENCE BUREAU (CRB) DATA REMEDIATION	<ul style="list-style-type: none"> • Perform all duties as directed or assigned by supervisor • Remediate loan files as per BOT instruction
April 2014 - June 2014	NATIONAL MICROFINANCE BANK - (NMB)	KNOW YOUR CUSTOMER (KYC) DATA REVIEWER	<ul style="list-style-type: none"> • Reviewing all accounts opened are complaints with banking procedures • Perform all duties as directed or assigned by supervisor
July 2014 to February 2018	NATIONAL MICROFINANCE BANK - (NMB)	CUSTOMER SERVICE OFFICER CARD ISSUER ATM CUSTODIAN PIN MAILER TELLER	<ul style="list-style-type: none"> • Ensure high level of customer service. • Attend all customer queries and complaints • Opening accounts • Card and PIN distribution • To file all documents received • Cross selling • ATM replenishment • ATM reconciliation • ATM balancing • Perform all duties as directed or assigned by supervisor
March 2018	NMB PLC	ZONAL COMPLIANCE CORDINATOR (ZCC)	<ul style="list-style-type: none"> • Implementation of controls and processes at Branch Level to support management of money laundering, terrorism financing, sanctions risks and other related compliance issues. • Ensuring compliance around NMB Code of Conduct, HR Manual and other related compliance policies. • Review branch compliance adherence and reporting to management. • To keep the Zone Manager, Branch Manager and Compliance Managers informed on ongoing basis of the quality of compliance.
September 2018	NMB BANK PLC	ACTING HUMAN RESOURCE BUSINESS PARTNER (Ag, HRBP)	<ul style="list-style-type: none"> • Recruitment, Selection and Interviews • Trainings • Employee Relations • Counselling and Guidance • Disciplinary Hearings

February 2019	NMB BANK PLC	ZONAL OPERATIONAL RISK AND COMPLIANCE CORDINATOR (ZORCC)	<ul style="list-style-type: none"> • Ensuring proper functioning of day-to-day controls, periodic monitoring of activities, timely identification and reporting of significant risks and losses and effectiveness of risk mitigation actions • Proactive operational risk monitoring and analysis • Implementation of Operational Risk Management Policy in branches • Undertaking Risk Control Assessment conformance reviews and providing support to branches through provision of residual risk assessments • Conduct regular Key Risk Indicators (KRIs) reviews to ensure branches maintain and track relevant, measurable and value adding KRIs. • Provide guidance/trainings to branches on how to identify and capture issues/incidents as risk events to ensure they are added to the Loss Event Database in a timely manner. • Ensure prompt, accurate escalation and reporting of risk events by the Branches and provide post-incident support to analyze root causes and ensure learning points are identified and addressed. • Provide expert advice to Branch Network to support compliance to AML/CFT and Sanctions Regulatory requirements. • Responsible to conducting Compliance risk assessments & testing and summarize findings in a concise format.
November 2021 To January 2022	NMB BANK PLC	ACTING HUMAN RESOURCE BUSINESS PARTNER (Ag, HRBP),	<ul style="list-style-type: none"> • Disciplinary • Recruitment, Selection and Interviews • Trainings • Employee Relations • Counselling and Guidance • Disciplinary Hearings

SPECIAL COURSES AND TRAINING

Special courses at Makerere Capacity Development Research Institute

- Marketing and Business Management
- Public Administration and Management

AML/CTF Training

- Anti-Money Laundering and Counter Terrorist Financing training held at BOT training Centre Mtwara.

IPSAS Training.

Computer based training done at United Nations International Criminal Tribunal for Rwanda(UNICTR)

- Accounting for employee benefit
- Accounting for inventory
- Accounting for leases
- Accounting for provision contingent, liabilities and contingent assets
- Accounting for property equipment
- Accrual basics

TOT Training

Training of Trainers conducted at NMB Training Academy head office

AWARDS

2018 WAJIBU CAMPAIGN

Certification of Appreciation on Wajibu Campaign First Winner 2017

First Runner, Gold sales Award 2018

Best Team Player in Eastern 2019

Employee of the month for 5 consecutive months 2021

CHAMPIONSHIP

- HR Champion
- Wajibu Champion
- Wakala Champion
- First Aider

INTEREST

- I like worshipping and praising the Almighty God
- I like travelling, cooking, watching movies

REFEREES

Deo Gratias Maige

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CRDB Bank Plc,
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I Heavenlight A. Mwipi acknowledge that the above information is correct to the best of my knowledge.