

CURRICULUM VITAE

FOR

JOHN PAUL BWAKA

Personal Details

First Name: John Paul

Surname: Bwaka

Sex: Male

Religion: Christian

Date of Birth: 28th July 1994

Marital Status: Married

Nationality: Malawian

Contact Address: United Civil Servants Sacco

Post Office Box 294

Mzuzu

+265881631518/+265884384684

Email: jonmypaulbwaka@gmail.com

Personal Profile

Highly motivated and enthusiastic, an ambition driven by an appetite to learn new, eager to work in any environment and ability to adjust principles to suit the given location aiming to achieve deliverables.

Academic qualifications

Qualification: Malawi school certificate of education

Institution: Chasefu private secondary school

Year: 2014

Professional Qualification

Qualification: Diploma in Business Management Level 5(ABE)

Subject Covered:

- Financial Accounting
- Business Environment
- Quantitative Methods for Business
- Organization Behaviour

Subject Pending:

- Operations Management
- Innovations and Business Performance
- Managing Stakeholder Relationship

Institution: Malawi College of Accountancy

Qualification: Diploma in Business Management Level 4 (ABE)

Work experience

Organization: United Civil Servant Sacco [current]

Position: Teller

Duration: 3 years

Duties and Responsibilities

- Managing relationships and member satisfaction.
- handling member queries
- Monitoring clients changing needs and competitor activity and reporting on these developments to sales and marketing Manager
- Cash verification
- Accuracy loan disbursement and verification
- Cash collection from Bank
- Branch performance management

Organization: United Civil Servants Sacco

Position: Branch operations Officer

Duration: 8 months

Duties and Responsibilities

1. Process Optimization:

- Streamlining and improving operational processes to enhance efficiency and productivity.

2. Resource Management:

- Efficient allocation and management of resources, including personnel, equipment, and facilities

3. Quality Control:

- Monitoring and ensuring the quality of products or services in accordance with established standards.

4. Risk Management

- Identifying potential risks to operations and developing strategies to mitigate them. 5.

Compliance Monitoring:

- Ensuring compliance with relevant laws, regulations, and industry standards. 6.

Data Analysis:

- Analysing operational data to identify trends, opportunities for improvement, and areas of concern.

7. Communication and Coordination:

- Facilitating effective communication and coordination between different departments within the organization.

8. Customer Service:

- Ensuring a high level of customer satisfaction by addressing operational issues promptly and effectively.

9. Performance Measurement:

- Establishing key performance indicators (KPIs) and regularly assessing operational performance against these metrics.

10. Documentation and Reporting:

- Maintaining accurate records and preparing regular reports on operational activities.

11. Continuous Improvement:

- Proactively identifying opportunities for continuous improvement in operational processes and implementing changes as needed.

Skills and Abilities

- Excellent ability to apply rules to specific problems to produce answers that are logical and sensible
- Confidentiality
- Team player
- Knowledge in Microsoft packages: Access, Excel, Power Point, word
- Fluent in English, Chichewa chitumbuka, chitonga
- Excellent communication skills

Hobbies

- Reading and watching television
- Traveling
- Playing volleyball

Referees

1. Regional Manager
Mr Zizipigzani Gama
United Civil Servant Sacco
P.O Box 294
Mzuzu.
Cell: +265888843065/+265999486555

2. Mr Unkhankhu Ng'oma
The Polytechnic Management Development Centre
P.O Box 303
Blantyre
Cell: +265999690872 / +265888790872

3. The Principal
Malawi College of Accountancy
Ginnery Corner
P.O Box 30644
Chichiri
Blantyre 3
CELL: +2651 871 411.