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|  |  | NIGEL KALINGA |
| Profile A motivated, adaptable and responsible professional seeking a position in your organization, which will utilize my professional and technical skills developed through my past work experience. I have a methodical approach to work and a strong drive to see work through to completion.  I have an excellent working culture at assisting customers resolve their problems in a timely manner, proficiently assisting corporate clients with all their banking needs and processing transactions accurately in customer accounts, establishing and developing lasting relationship with customers. I’m self-motivated, believe in hard work, team player, dedicated and committed to producing results CONTACT PHONE NUMBER:  +260 97 7591966  EMAIL ADDRESS:  [nigelkalinga@gmail.com](mailto:nigelkalinga@gmail.com)  ADDRESS:  Hs no 609 Foxdale Chamber valley,  Lusaka, Zambia HOBBIES  * Playing soccer * Reading Novels * Hiking, making friends * watching movies * Listening to music |  | EDUCATIONBachelors Degree in Banking and Finance | |2009/2011*Cavendish University- Lusaka, Zambia.*ZICA Technician Certificate|2007/2008Zambia Center for Accountancy Studies, Lusaka, Zambia.WORK EXPERIENCESupervisor Cleaning and Marketing Division (Jan 2022 to date)*Beverly Gold Limited, Lusaka Province, Zambia*To overseeing several project site and team of cleanersTo inspect the work area cleaned by cleaners and delegate tasks effectivelyTo lead by example and foster a positive work environmentRelationship Officer | Jan (2013)-Dec (2014)Madison Finance Ltd, Lusaka Province, Zambia.Building business and managing credit risk  * Monitor customers regularly and manage relations with them- providing customer service * Screening applicants according to institutional standards * Cross selling to existing customers and acquisition of new customers and to provide solutions to the customer’s financial needs * Ensuring customer satisfaction * Preparation of financials and to maintain the sales call report as well as exploring new sales areas and way to achieve targets  **SKILLS**  * Credit and risk analysis * Credit and Collections * Mortgages and Loans * Cash handling * Risk assessment * Team Management * Relationship Development * Customer Needs Assessment * Analytical skills * Excellent customer service * Excellent communication * Multitasking * Critical thinking * Time management * Conflict resolution   **REFERENCE**  1. Mr. Solomon Ngondo Regional Manager  Atlas Mara Bank  Ndola  +260967811623  [sngondo@bancabc.com](mailto:sngondo@bancabc.com)  2. Mrs. Dorica K. Mwanza  Customer Services and Operations Officer  Atlasmara Bank, Ndola    +260979135461  dkandindima@bancabc.com  3. Mr. Mulenga Kelvin  Congregation Secretary  Trinity(UCZ) Church  Lusaka  +260977771525 |