



STEVE CHRISPINE BANDA
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OBJECTIVE

I would like to work in an organisation where there's fair labour practice, so that I can utilize my qualifications. I have got wonderful references from my previous employers. To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

1st September 2023 - 30th September 2023

National Statistical Office under World Health Organization Malawi

Enumerator/Data Entry Clerk

Cholera household mapping using GPS, collecting data using Digital Data Gathering Device. synching data to Supervisors

May 2021 - October 2021

University and Allied Workers Union (UAWU) Cape Town, South Africa

Data Capturer

General Secretary – 'Mzomhle Bixa - +27 (0) 76 169 1124

Supervisor – Clyde Fredricks - +27 (0) 67 783 6164

- Capturing and managing data, sending correspondence to employers
- Liaising with recruiters and shop stewards to make sure that they bring in accurate details.
- Drafting Membership tally reports for the General Secretary's perusal
- Separates information into different sections to categorise them.
- Responsible for storing and filing completed information and maintain records work tasks and completed documents.
- Perform many different administrative tasks such as word processing, filing out paperwork, and maintaining records and files.

May 14, 2015 - December 22, 2018

Billmed CC, Milnerton, Cape Town, South Africa

Administrative Assistant

Vicki Cordier (Manager) - +27 (0) 21 551 31 43; +27 (0) 833 794 966

- Answering inbound and outbound calls
- Data capturing and filing
- Getting medical codes from hospital for billing & credit control purposes.
- Billing patients accounts
- Phoning medical aid schemes for Prescribed Minimum Benefits (PMB)
- Getting Workman's Compensation (WCA) documents from Hospital and Dr Practice rooms.
- Submitting claims to medical aid schemes for payment

January 2014 - March 2015 Customer Care Consultant

Hotel Express (Pty) Ltd/Hotel Stay Claremont, Cape Town, South Africa

Vasco Leite (Manager) +27 (0) 21 674 54 88

- Answering inbound calls and make outbound calls to clients
- Sending emails, giving information and resolving daily queries
- Send LOA (letter of authorization) to airport lounges for clients
- Reordering of membership cards
- Assisting clients with online problem, bookings
- Liaising with Head Office and branch Managers
- Arranging card orders for Hotel Express International And Hotel Stay
- Log and close queries on File Maker System

- Explaining all membership cards benefits to clients if applicable.

July 2006 - September 2009
Administrative Assistant

Gavelkind (Pty) Ltd (Investment Company) Cape Town, South Africa

PO Box 12435, Millstreet, Cape Town, South Africa
 Dr Hugo Jankowitz (PhD in Computer Science)
 Cell: +27 83 600 3677.

Gavelkind (Pty) Ltd is an Administration and Investment company that provided the financial services to its hundred of local and international clients/customers. Had its head office in Luxembourg, Europe. I was responsible for contractors' financial payments/off shore payments I functioned as an Administrative Assistant on all aspects of payments.

The areas of my responsibilities were as follows

- Processing and generating payments in Siebel in order to pay clients/contractors on a daily basis
 - Inputting payments into the following bank software; Barclays Bank, Business Master (BMII), Multiline
 - Managed Lux trust and international corporate e-Banking (IceB).
 - Loading beneficiaries into all banking software including accounting software - trust Pak and pastel.
 - Sending relevant documents to clients and dealing with payment queries and extracting information from all software's if there were a need of them.
 - Managing and paying out referral fees to people who referred clients to the company.
- . Other duties: Assistant Office Manager
- Managing day to day office ad hoc duties
 - Buying stationery, postage, staff refreshments, ink cartridges and helping with the entire go - getter role.

EDUCATION

- **PC Training & Business College (now known as Richfield Graduate Campus 2001 - 2003**

Diploma/National Certificate in (ICT)

Data Communication, networking, business communication, troubleshooting, visual basic, Access, Micro computer operating system, computer assembling and testing components, numeric skills, Microsoft intermediate to advance.

- **IT Business Campus (Claremont, Cape Town, South Africa)**

2003 - 2004

Certificate in A+ PC Technician - A+ & N+

Configuration of Hardware and software installation, Advanced Troubleshooting and computer problem analytical.

- **Rose Bank College (Cape Town Campus, Cape Town CBD, South Africa) - 2008**

Diploma in Office Administration

Effective communication and Office practice, Basic principles of communication, Interpersonal relationships and social interaction, Organisation communication, Concise business communication media reports.

- **Damelin College (Mowbray Campus, Cape Town, South Africa)**

2008

Certificate in Bookkeeping - Bookkeeping - Trial Balance

- **Team Impact University of United States of America (South African Branch)**

2011 - 2013

Diploma

Theological Studies

SKILLS

- Microsoft Packages e.g. Word, Publisher, Access, Excel and Power Point.
- Internet and email

- Typing (more than 50 words per minute)
- Web and logo designing - on webs and word press.
- Documents preparation, printing and accurate data capturing skills
- I have good telephone etiquettes and manners * I am fluent in English

ACHIEVEMENTS & AWARDS

- 2009 - Pastel Partner 2009 - Cape Town (South Africa)
- 2009 - Call Centre Agent - Cape Town (South Africa)
- 2023 – Elderly Care giver course with Cruiseline, Malawi.
- 2024 – Community Development with Shape Research & Skills Consultancy (Malawi)

LANGUAGES

- English

PERSONAL DETAILS

Date of Birth : 14/05/1975
Marital Status Married
Nationality : Malawi
Religion : Christian
Passport : MA623294
Gender : Male
Place : Malawi

REFERENCE

- **Dr Duncan Mapeto Banda - World Health Organization, Malawi.**
Physiotherapist
dmapetobanda@gmail.com
Cell: +265 (0) 881 806 949
- **Mrs. Dolla Banda - God's Favour PVT School, Malawi**
School Director
Cell: +265 994 842 865
- **Dr Hugo Jankowitz (PhD in Computer Science)- 21 Nettleton Road Hotel (Cape Town) South Africa**
Director.
+27 (0) 83 600 3377

STRENGTHS

- I have communication skills in both written and oral
I am a go - getter, self-starter, team player
I do work under pressure with minimum supervision
I believe in transparency, humility, teamwork and that good communication is the best trait for any organisation in harmonizing the workers and to maximize human resource output.