

CHIPO MPISHI

Financial Adviser

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PROFESSIONAL SUMMARY

A results-oriented Network Engineer with a proven track record of maintaining and controlling computer networks, diagnosing faults, and implementing scalable solutions to complex networking issues. Recognized for exceptional analytical and troubleshooting skills, consistently ensuring optimal network performance and customer satisfaction. Proactive and adaptable, with the ability to thrive in dynamic environments.

AREA OF EXPERT

Hard Skills

- Desktop Support • Diagnosing Faults • Evaluating Software • IT Infrastructure • IT Maintenance
- Network Support • Practical Troubleshooting • Problem Analysis • Resolving Incidents
- Testing Hardware • Computer Networks • MS Operating Systems • Network Applications
- Installing Cables • IT Administration • Information Security • IT Management • IT Planning
- IT Procurement • Troubleshooting • Capacity Planning • Design Documentation • EndtoEnd Troubleshooting • Network Design • Netflow Analysis • Project Implementation • Process Development.

Soft skills:

- Customer Satisfaction • Business Analysis • Client Support • Consulting Skills • Business Intelligence.

EXPERIENCE

Sanlam Insurance Zambia- December 2024

Main Duties/Responsibilities

- To Provide professional advice to clients.
- To Identify new business opportunities.
- New business acquisition.
- Leads generation and tracking of prospects.
- Gather market intelligence and advise the Field manager accordingly.

ASA Microfinance Zambia October 2021 – October 2024 Loan Officer

- Built and maintained sustainable loan portfolio, ensuring high quality and client satisfaction.
- Conducted member recruitment and screening, processed loan applications, and handled customer exceptions and refunds.
- Make sure cash balances before leaving the premises
- Orient clients to a particular loan product.
- Establish relationships with SME local businesses.

Professional Outcome Zambia Limited - Network Engineer January 2021 - August 2021*

- Maintained and controlled computer networks, diagnosing and resolving software and hardware problems.
- Monitored overall network performance, configured routing and switching, and shared daily reports.

Airtel Zambia Limited - Sales Executive November 2019 - April 2020

- Achieved quality gross additional targets, ensured effective market coverage, and met defined targets for various products.

Zambia Telecommunication Company Limited - Trade Development Representative
July 2019 - November 2019

- Analyzed market reports, established contacts with new business opportunities, and maintained positive growth in market area.

Zambia International Hotels – CCTV MONITOR
2012 - March 2013

- Monitor Work premises through cctv cameras
- Assisting security guards in strengthening the security of the company.
- Conduct inspections for physical and safety hazard.
- Monitored and maintained computer systems and network, diagnosed hardware and software faults, and performed system backups and upgrades.

EDUCATION

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- Lusaka Business and Technical College
 - Higher Diploma in Computer Systems Engineering/Hardware Maintenance 2008 - 2009* •
 - Pamodzi Girls High School Grade 12 Certificate

CAREER HIGHLIGHTS

- Best outstanding student in Abma awarded with a trophy
- Cambridge university: Awarded price for the best outstanding performance in ABMA with a trophy.
- Certificate of the best student in class.
- Member Association of Business Managers and Administration (ABMA) Reference

Nakaonga Kakoma

Branch Manager

Absa Bank Zambia

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Betty Kawambwa

Human Resource Manager

Asa Microfinance Zambia Limited

