

Daniel Kasela Chungu

NRC #: 384039/10/1

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PROFILE

I am a flexible, highly motivated, and goal oriented person. I am able to learn fast and adapt to any environment to achieve desired results. I am a hard and smart working team player, with individual initiative and I am able to work with minimum supervision. Lastly, I am an enthusiastic person, a self-starter with a mind of a co-operate image builder. I have marketing skills with experience, and excellent communication skills. I am an excellent speaker and writer of English, Bemba and Nyanja Languages. I am a Zambian, born on the 1st of July, 1998. I am Christian by faith (Seventh-Day Adventist).

EMPLOYMENT HISTORY

- **Cashier , Hash Social Bar and Restaurant.....**July 2020 – May 2021
Lusaka

Key Responsibilities:

- Greet and Welcome guests in a friendly manner
- Ensure that Cash and Card deposits are accurately entered in the POS System
- Manage the register, including all credit card and cash operations
- Ensure a balance of the register at the end of the shift or working period
- Ensure to record and save daily sales reports

- **Data Collector, Market Research Information System Limited.....**January-June 2020
Lusaka

Key Responsibilities:

- Going in Fields to collect data
- Provided analysis of the data collected
- Confirm the validity of the information collected
- Submission of the desired information to superior

- Data Entry Clerk, ISON BPO.....**January 2017 – December 2019
Lusaka

Key Responsibilities:

- Ensured that information into the computer database was in effective record keeping
- Ensured that the assignment target in accordance with SLA were met

- Ensured that quality of the data entered was in compliance with predefined parameter
- Provided the relevant process reports on a daily basis
- Provided process training to new team members to facilitate their levels of performance mentor/mentee relationship

EDUCATION

- **Rockview Univerity** (Lusaka).....June 2023
Currently pursuing Bachelor of Arts in Economics and Finance (Distance)
- **My Computer Academy**.....2017
Certificate of Achievement in Computer Literacy (Microsoft Office Suite)
- **Kamwala Secondary School**.....2016
Exchange Program Certificate
- **Kamwala Secondary School**.....2016
Grade 12 Certificate
- **Libala Stage III Primary School** (Lusaka).....2013
Grade 9 Certificate
- **Libala Primary School** (Lusaka)..... 2011
Grade 7 Certificate

SKILLS

- **Customer Service Skills:** Problem solving skills, Patience, Attentiveness and Times management skills, Ability to read customers, and Persuasion skills
- **Financial Skills:** Able to handle financial calculations and situations
- **Effective multi-tasking Skills:** Able to concentrate and work Accurately with given duties
- **Communication Skills:** Effective in both Written and Verbal Communication
- **Management Skills:** Planning, Organizing, leading and Controlling skills
- **Technological Skills:** Computer literate including MS Office Suite and E-mail
- **Analytical Skills:** Effective decision making based on rationalization

References

1. Miss Chanda
Human Resource Manager
R. A. Consulting Services\Hash Social Bar and Restaurant
Phone: +260977983107
2. Mr. Ernest Chilawa
Project Manager
Market Research Information System Limited, Ndola.
Phone: +260977469171
3. Mrs. Mailesi Gatsi
Human Resource Assistant Manager
Ison BPO Zambia, Lusaka.
Phone: +260963699195