ADASTINAH NAMWEEMBA NAMACHILA

BANKING & FINANCE PROFESSIONAL

CONTACT

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PROFILE

A motivated Banking and Finance professional with a degree in Banking and Finance and practical experience in bank reconciliation, financial administration, ATM operations, customer service, transaction processing, and data management. Demonstrates the ability to investigate financial discrepancies, maintain accurate records, process customer transactions, respond to enquiries, and support banking operations.

Possesses strong analytical, communication, problem-solving, and organisational skills, with a commitment to accuracy, confidentiality, teamwork, and professional service delivery. Brings additional experience in sales, client relationship management, business operations, and market research. Seeking to contribute to the efficiency and growth of an organisation in banking, finance, financial services, or a related field.

CORE COMPETENCIES

- Bank Reconciliation and Account Management
- Financial Record-Keeping and Reporting
- Transaction Processing and Verification
- Investigation of Financial Discrepancies
- Customer Service and Relationship Management
- Banking Operations and ATM Support
- Account Opening and Customer Due Diligence
- Data Entry and Information Management
- Financial Administration
- Sales and Business Development
- Market Research and Intelligence Reporting
- Report Writing and Documentation
- Problem-Solving and Analytical Thinking
- Teamwork and Time Management
- Communication and Presentation Skills

PROFESSIONAL EXPERIENCE

Bank Reconciliation Officer | Sky Infor Tech
2024–2026

- Perform bank account reconciliations to support the accuracy and completeness of financial records.
- Investigate discrepancies and identify differences between financial records and transaction statements.

- Maintain organised records of financial transactions and reconciliation activities.
- Prepare reports relating to reconciliation findings and outstanding discrepancies.
- Support the processing and verification of financial transactions.
- Assist in maintaining accurate financial information to facilitate effective reporting and decision-making.

ATM Custodian | Armguard Security Limited
2023–2024

- Received cash on behalf of client banks in accordance with assigned operational procedures.
- Assisted customers with ATM-related transactions and general service enquiries.
- Guided customers on the correct use of automated teller machines (ATMs).
- Provided customer support to help resolve basic ATM usage concerns.
- Supported the delivery of reliable customer service while adhering to operational procedures.

Banking Clerk | National Savings and Credit Bank (NATSAVE)
2023–2024

- Received and processed salary schedules in support of banking operations.
- Responded to customer enquiries and complaints, providing appropriate assistance and guidance.
- Promoted banking products and services to existing and prospective customers.
- Prepared vouchers and supported routine administrative and documentation tasks, including filing and printing.
- Made follow-up calls to customers and conducted call-backs as required.
- Received account-opening applications and assisted with account-opening procedures.
- Supported the reactivation of dormant or inactive customer accounts in accordance with applicable procedures.
- Checked customer documentation to ensure that Know Your Customer (KYC) requirements were met.
- Received and processed customer instructions in accordance with established procedures.
- Assisted customers with balance enquiries and other routine banking requests.

Data Analyst / Data Entry Clerk | Afripak Limited
2014–2014

- Undertook data entry and supported the maintenance of organisational records.
- Assisted with the handling, organisation, and updating of data.
- Supported data-related administrative activities to facilitate accurate record management.

Office Assistant | Dangwe Enterprise
2007–2008

- Supported the coordination of daily business operations and routine administrative activities.
- Communicated with clients to provide relevant information about products and services.
- Assisted in maintaining client relationships and addressing customer enquiries and concerns.
- Supported business development activities, including identifying prospective clients and sourcing new business opportunities.
- Assisted with the preparation and delivery of business proposals and presentations.
- Participated in client negotiations and supported efforts to secure business opportunities.
- Helped coordinate operational activities and perform other duties assigned by management.

EDUCATIONAL BACKGROUND

Degree in Banking and Finance
University of Lusaka (UNILUS), Lusaka, Zambia
Completed in November 2022

Certificate in Bank Teller
Zambia Institute of Banking and Financial Services, Lusaka, Zambia
Completed in December 2016

Diploma in Banking and Finance
Zambia Institute of Banking and Financial Services, Lusaka, Zambia
Completed in December 2013

Certificate in Banking and Finance
Zambia Institute of Banking and Financial Services, Lusaka, Zambia
Completed in December 2012

Grade 12 Certificate
Njase Girls Secondary School, Choma, Zambia
Completed in 2000

PERSONAL SKILLS

- Strong analytical and problem-solving abilities.
- Excellent written and verbal communication skills.
- Good report-writing and presentation skills.
- Effective negotiation and interpersonal skills.
- Ability to work independently and collaboratively within a team.
- Strong organisational and time-management skills.
- Ability to support project implementation and coordinate assigned tasks.
- Commitment to accuracy, accountability, and professional service delivery.
- Creative thinking, initiative, and willingness to learn.
- Leadership, motivation, and relationship-building skills.

LANGUAGES

- English
- Nyanja
- Tonga

REFERENCES

Mr. Moses Muma
Branch Manager, NATSAVE – Matero Branch
Telephone: 0973 212 695

Mr. Nervious Simulilika
Director, Dangwe Enterprise
Telephone: 0979 485 341

Ms. Katebe Mpamba
Senior Accountant, Afripak Company Limited
Telephone: 0978 583 697

Mr. Mwape Kashiwa
Senior ATM Supervisor, Armguard Security Limited
Telephone: 0976 570 081

Mr. Leonard Nyerenda
Reconciliation Supervisor, Sky Infor Tech, Zambia
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