CONTACT

janenyank25@gmail.com

+260 966 912 477

Lusaka, Zambia

NRC No: 151990/18/1

EDUCATION

Diploma in Hotel & Catering Management

- Greenwood Institute (2006 – 2007)

Certificate in Information Systems

- Kafue Tech Training Centre (2005)

Grade 12 School Certificate

- Kafue Day Secondary School (1999 – 2003)

CORE COMPETENCIES

- Office Administration: Calendar management, records maintenance, facility coordination, and maintaining clean, organized office spaces.
- Financial Support: Petty cash management, supplier payment disbursement, and basic payroll administration.
- Executive Coordination: Booking flight and accommodation reservations, scheduling board meetings, and managing director itineraries.
- Client Relations: Professional customer care, handling inquiries, and managing corporate correspondence.

JANE NYANKANKHULA

Administration Assistant

PROFESSIONAL SUMMARY

Accomplished and detail-oriented Administrative Professional with over 12 years of cumulative experience in office management, executive support, and administrative operations. Proven track record of optimizing daily workflows, coordinating complex travel logistics, managing petty cash accounts, and providing premium client service. Known for high organizational skills, efficiency under pressure, and the ability to seamlessly bridge the gap between clients, staff, and executive directors.

PROFESSIONAL SUMMARY

Assistant Administration Clerk

A-Plus Urban Technics Consultants, Lusaka | Jan 2013 – Dec 2023

- Executive Logistics: Managed end-to-end travel logistics for directors, including scheduling complex domestic and international flights, hotel bookings, and ground transportation.
- Client Relations: Served as the primary point of contact; greeted high-profile corporate clients, answered inquiries, and directed them to appropriate departments.
- Calendar Management: Maintained calendars, coordinated appointments, and scheduled meetings for directors and project teams.
- Financial Stewardship: Administered petty cash, processed cheque disbursements, and reconciled transactions with high accuracy.
- Records Management: Developed and maintained an intuitive digital and physical filing system to ensure quick retrieval of sensitive engineering and administrative documents.
- Daily Operations: Oversaw administrative support duties including sorting high-volume email correspondence, printing, scanning, and high-speed photocopying.
- Office Sanitation & Upkeep: Carried out daily cleaning, mopping, and dusting of directors' offices.
- Interior & Workspace Organization: Arranged and organized furniture and interior arrangements for staff offices.
- Hygiene Management: Regularly cleaned and disinfected staff toilets to maintain a sanitary work environment.

Office Manager

F&B Chemicals Limited, Lusaka | Jan 2007 – Dec 2008

- Operations Management: Directed day-to-day office operations to ensure a highly productive working environment for all staff.
- Financial Administration: Administered company payroll, managed petty cash distributions, and executed timely payments to suppliers and contractors.

- Procurement: Inventory monitoring and purchasing of essential office supplies.
- Technical Skills: Microsoft Office Suite (Word, Excel, PowerPoint), Information Systems, data entry, and digital file systems.

KEY LANGUAGES

- English: Professional Working Proficiency
- Bemba: Fluent
- Nyanja: Fluent

INTERESTS & ACTIVITIES

- Active reader of business literature and administrative journals
- Following current affairs and global market trends
- Networking and community social activities

- Procurement & Inventory: Supervised the procurement of office assets, stationery, and supplies while negotiating favorable terms with vendors to control costs.
- Client Care: Handled and resolved client inquiries, elevating overall customer satisfaction and business retention.
- Marketing Support: Assisted in the planning and execution of promotional campaigns and local advertising to expand product market reach.
- Floor & Office Maintenance: Performed comprehensive cleaning of office staff floors, including mopping, scrubbing, and shining.
- Guest House Hospitality: Managed and washed bedding for directors and visitors at the company guest house.ntion.

Administration Clerk
Borasis Estates Limited, Lusaka | Jan 2005 – Dec 2006

- Schedule Optimization: Coordinated staff schedules, organized administrative calendars, and facilitated team meetings.
- Product Support: Prepared, designed, and printed precise product descriptions and labels for distribution materials.
- Front Office Operations: Managed the reception area, answered incoming phone calls, and sorted corporate emails to streamline communication.
- Financial Control: Reconciled petty cash logs and maintained systematic records of all day-to-day operational expenses.

PROFESSIONAL REFERENCES

Nasilele Namakando
Architect, US Embassy Lusaka
- Phone: 0977299036
- Email: namakandonm@state.gov

Mrs. Chikonjiwe Bushe
Administration Manager A-Plus Urban Technics Consultants
- Phone: +26 0977345460
- Email: chiko.lungu@gmail.com

Mrs. Teti Banda
Chief Accountant Copperbelt Health Education Project (CHEP)
- Phone: +26 0977841994
- Email: lunguteti@gmail.com