EMMA CHISHYA

Administrative Supervisor | Administration & Operations | Compliance Support

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PROFESSIONAL PROFILE

Organised and results-oriented administrative professional with experience in office administration, staff coordination, performance monitoring, scheduling, documentation, compliance support and day-to-day operational management. Holds a Bachelor of Laws (LLB) and has practical experience in a financial services environment, including contract preparation, document review, administrative records and operational support.

Proficient in Microsoft Office, with a proven ability to coordinate multiple priorities, keep accurate records and communicate professionally with a range of stakeholders, in environments that demand confidentiality, accuracy and accountability.

CORE COMPETENCIES

- Administrative Operations
- Staff Coordination & Supervision
- Performance Monitoring
- Scheduling & Task Coordination
- Document & Records Management
- Contract Administration
- Compliance Support
- Procurement & Admin Support
- Office Resource Coordination
- Reporting & Documentation
- Cost & Expense Documentation
- Vendor & Stakeholder Communication
- Meeting & Event Coordination
- Confidential Information Management
- Problem Solving & Multitasking

PROFESSIONAL EXPERIENCE

Prosperix Capital Limited *15 September 2025 – Present | Lusaka, Zambia*

Administrative Assistant / Compliance Officer

- Provide day-to-day administrative and operational support within a financial services environment.
- Prepare loan contracts using approved templates and ensure documentation is properly completed.
- Review loan contracts and supporting documents for completeness, accuracy and consistency.
- Maintain organised records of contracts, client documentation and administrative activities, ensuring efficient retrieval.
- Support the preparation of loan fee breakdowns and related administrative information.
- Assist with petty cash documentation, requisitions and other routine administrative processes.
- Handle sensitive financial and contractual information with confidentiality and discretion.
- Support compliance-related administrative requirements and ensure documentation is properly maintained.
- Support management with general administrative duties and communicate professionally with colleagues and stakeholders.

Key strengths: *Accuracy | Confidentiality | Documentation | Compliance | Contract Administration | Financial Administration*

Star Lotto Zambia *2 Years | Zambia*

Administrative Manager

- Managed and coordinated day-to-day administrative activities to support efficient business operations.
- Coordinated employee schedules and monitored staff performance to support accountability and productivity.
- Coordinated and supported company campaigns and promotional activities.
- Reviewed and approved advertisements in line with company requirements.
- Prepared and maintained administrative documentation and records for efficient retrieval.
- Supported the preparation and submission of statutory returns and related requirements.
- Communicated with employees and stakeholders on schedules, activities and administrative requirements.

- Assisted management with operational planning and implementation of company activities.
- Managed multiple administrative priorities while meeting deadlines and operational requirements.

Key strengths: *Team Coordination | Staff Management | Scheduling | Performance Monitoring | Campaign Coordination | Compliance*

EDUCATION

Bachelor of Laws (LLB) *2025*
Cavendish University Zambia

PROFESSIONAL / ADDITIONAL QUALIFICATIONS

- Zambia Qualifications Authority (ZAQA) Verification – [if applicable]

TECHNICAL SKILLS

Microsoft Office: Word, Excel, PowerPoint, Outlook
Administrative Systems: Electronic and physical records management, document preparation and filing, administrative trackers, contract documentation, scheduling and coordination

KEY PERSONAL ATTRIBUTES

- Strong organisational skills
- High attention to detail
- Professional and confidential
- Reliable and accountable
- Works well under pressure
- Strong communication skills
- Team-oriented
- Proactive and willing to learn
- Manages competing priorities
- Strong sense of responsibility

REFERENCES

Available upon request.