Personal details

DALITSO PHIRI

Phiri.e.Dalitso@gmail.com

+260 967 860 691

16-D Nchanga Flats, 4th Street, Nchanga South, Chingola, Zambia

Male

NRC: 339303/64/1

EDUCATIONAL BACKGROUND

Bachelor of Business Administration (BBA)
Zambia Catholic University | *2018 – 2024*

Grade 12 School Certificate
KCM Nchanga Secondary Trust School | *2012 – 2015*

LANGUAGES

- **English:** Professional working proficiency
- **Nyanja:** Conversational
- **Bemba:** Conversational

PROFESSIONAL REFERENCES

Mr. Willy Ngosa
Supervisor – AECI Shock Tube Plant
Mobile: +260 773 455 180

Mr. Mike Mwanaute
Human Resource Representative – AECI Mining Plc
Mobile: +260 966 990 943

Ms. Manga S. Kakoma
Branch Manager – Indo Zambia Bank (Chingola)
Email/Phone: *Available upon request*

DALITSO PHIRI

Business Administration & Operations Specialist

PROFESSIONAL PROFILE

A highly organized, results-driven Business Administration graduate with over a year of hands-on experience in production operations, paired with a proven track record in financial sales and client relations. Adept at coordinating cross-functional teams, managing inventory, and optimizing workflows to drive productivity and reduce operational costs. A proactive team player with exceptional analytical, problem-solving, and communication skills, eager to contribute operational efficiency and strategic growth to a dynamic organization.

CORE SKILLS & COMPETENCIES

- **Operations & Production:** Process Optimization, Inventory Management, Quality Control, Safety Compliance (HSE/PPE)
- **Sales & Relationship Management:** Client Acquisition, Relationship Building, Stakeholder Management, Market Position Analysis
- **Interpersonal & Professional:** Analytical Problem-Solving, Team Leadership, Adaptability, Clear Communication
- **Technical Skills:** Computer Literacy (MS Office Suite: Word, Excel, PowerPoint), Data Entry & Reporting

WORK EXPERIENCE

PRUDENTIAL LIFE ASSURANCE LIMITED (Chingola)
Sales Consultant | 12/2024 – 12/*2025*

- Consistently exceeded quarterly sales targets by up to 50% through aggressive customer acquisition and market penetration strategies.
- Developed and nurtured strong, trust-based relationships with clients and stakeholders within a highly competitive market environment.
- Established and sustained a robust brand presence, successfully positioning Prudential's financial products against rival services.

AFRICAN EXPLOSIVES CHEMICAL INDUSTRIES (AECI) MINING EXPLOSIVES PLC (Mufulira)
Plant Operator | 09/2023 – 09/*2024*

- Conducted rigorous daily equipment and safety inspections, ensuring consistent production output in alignment with site targets.
- Implemented strict environmental hazard controls and safety protocols to support a proactive, zero-harm workplace.
- Upheld rigorous health, safety, and personal protective equipment (PPE) requirements to minimize operational accidents and risks.

Loader Operator | 01/2016 – 12/*2017*

- Operated heavy machinery safely and efficiently, ensuring full compliance with national and site-specific safety regulations.
- Maintained seamless communication with multi-location teams to keep operational activities aligned with strict work schedules.
- Kept the workspace organized and clean, actively mitigating safety risks and eliminating preventable operational downtime.