BERTHA KASONGO

PROFESSIONAL EDUCATOR & CUSTOMER RELATIONS SPECIALIST

CONTACT

+260 77 0341333

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Lusaka, Zambia

PROFESSIONAL SUMMARY

Dedicated, versatile, and highly organized professional with a solid background in secondary education, classroom management, community development, and corporate client relations. Proven ability to easily adapt to dynamic environments, facilitate effective communication, and achieve organizational goals. Holds a Secondary Teachers Diploma and is officially registered with the Teaching Council of Zambia (TCZ). Blends pedagogical expertise with valuable experience in financial consulting, sales development, and field operations to deliver outstanding results in collaborative team settings.

CORE COMPETENCIES

- **Educational Leadership:** Classroom Management, Lesson Planning, Cambridge Curriculum, Pupil Assessment, Tutoring
- **Client Relations & Sales:** Financial Consulting, Sales Strategy, Customer Service, Cash Management, Conflict Resolution
- **Core Competencies:** Interpersonal Communication, Team Collaboration, Time Management, Adaptability, Field Research, Reporting
- **Languages:** English (Fluent), Nyanja (Fluent), Bemba (Fluent)

PROFESSIONAL EXPERIENCE

Field Officer
Community Climate Solutions | 2026

- Facilitate community sensitization campaigns and education on sustainable environmental practices.
- Coordinate local stakeholder engagements, collecting field data to support project planning and reporting.
- Apply analytical and problem-solving skills to manage community queries and drive project adoption.

Mobile Teacher
Golden Minds Teachers | 2025

- Conducted mobile and personalized educational sessions for diverse groups of learners.
- Customized learning plans targeting individual learning paces, leading to marked academic improvements.
- Built and maintained positive, collaborative relationships with parents and administrative staff.

Sales Assistant
Hollard Life Insurance | 2025

- Promoted and marketed life insurance packages to prospective clients, achieving monthly registration targets.

- Handled client inquiries, conducted comprehensive needs analyses, and recommended suitable financial products.
- Maintained accurate client database records and provided outstanding after-sales service.

Class Teacher
St Thomas Private School | 2024 – 2025
- Instructed junior and senior secondary pupils (Grades 8–12) in Geography, History, and Civic Education.
- Taught lower-level foundation classes (Reception to Grade 7) employing the international Cambridge Curriculum.
- Formulated lesson plans, graded assessments, maintained student performance files, and managed classroom discipline.

Financial Consultant
Xtenda Finance | 2023 – 2024
- Advised individual and corporate clients on credit facilities, loan structures, and savings packages.
- Managed client loan applications from initial inquiry to final disbursement while adhering strictly to compliance codes.
- Expanded company client acquisition through strategic community outreach and high-service delivery.

Cashier
Geecee Marketing | 2019 – 2020
- Managed fast-paced cash register systems, processed transactions, and reconciled daily financial balances.
- Delivered friendly and prompt checkout service, resolving customer inquiries systematically.

Sales Consultant
Okayest Life | 2018 – 2019
- Drove business-to-customer retail sales, successfully generating high-volume weekly leads.
- Assisted in organizing marketing events to build regional brand visibility.

Cashier
Beauty Parlour | 2017 – 2018
- Handled booking schedules, processed electronic and cash payments, and prepared end-of-day sales spreadsheets.

EDUCATION & LICENSING

Professional Teaching License
Teaching Council of Zambia (TCZ) | Issued: 2025
License status: Active & Certified

Secondary Teachers Diploma
Malcolm Moffat College of Education | 2021 – 2023
Specialization: Secondary Education

Grade 12 School Certificate
Mine Secondary School | 2014 – 2016

PERSONAL DETAILS

- NRC Number: 429571/16/1
- Date of Birth: 20th January 1999

REFERENCES

Mrs. Banda
Chief Executive Officer, Beauty Parlour
Contact: +260 77 9775226

Mr. Kaseba
Manager, Geecee Marketing
Contact: +260 97 9647775

Miss Khalyata
Director, Okayest Life
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