MONICA MULOMBA-MALYANGO

ADMINISTRATION | OPERATIONS | CUSTOMER SERVICE PROFESSIONAL

CONTACT

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Lusaka, Zambia

PROFESSIONAL SUMMARY

An experienced and adaptable professional with a background in administration, banking operations, customer service and office management. Holds a Bachelor of Arts Degree in Public Administration, complemented by training in Public Relations and Personnel Administration. Has practical experience coordinating administrative activities, handling financial transactions, maintaining records, preparing reports and attending to customer needs. Able to work independently and as part of a team, manage multiple responsibilities and maintain accuracy when working under pressure. Brings a responsible approach to work, strong communication skills and the ability to adapt to different working environments and organisational requirements.

CORE COMPETENCIES

- General Administration and Office Management
- Customer Service and Client Relations
- Banking and Financial Operations
- Cash Handling and Reconciliation
- Records Management and Filing
- Report Writing and Documentation
- Communication and Interpersonal Skills
- Teamwork and Collaboration
- Time Management and Organisation
- Problem-Solving and Decision-Making
- Confidentiality and Professional Ethics
- Coordination and Operational Support
- Sales and Product Promotion
- Microsoft Office Applications

PROFESSIONAL EXPERIENCE

Bilvin Engineering Limited
Administrative Officer (Part-Time)
April 2017 – Present

- Coordinate daily administrative activities to support smooth business operations across departments.

- Maintain financial records, budgets and expenditure documentation, ensuring accuracy and proper accountability.
- Organise and maintain project files, contracts, official correspondence and other important business records.
- Liaise with clients, contractors and consultants to coordinate schedules, share information and support project delivery.
- Assist with project planning through resource coordination, documentation and compliance monitoring.
- Prepare and manage administrative correspondence, reports and other office documentation.
- Provide general operational and administrative support to management.

Ecobank Zambia Limited
Bank Teller
April 2014 – March 2016

- Processed daily banking transactions, including cash deposits, withdrawals and other customer requests.
- Balanced cash drawers and completed daily reconciliations in line with established procedures.
- Assisted customers with banking inquiries, service requests and transaction-related concerns.
- Provided information on banking products and services while identifying opportunities for cross-selling.
- Processed Western Union and Rapid Transfer transactions accurately and efficiently.
- Maintained compliance with banking procedures, security requirements and confidentiality standards.
- Handled high volumes of customer transactions while maintaining accuracy and professionalism.

Investrust Bank PLC
Teller / Bank Clerk
March 2010 – May 2011

- Processed cash deposits, withdrawals, cheque deposits and payments in local and foreign currencies.
- Received and verified customer deposits in accordance with established banking procedures.
- Balanced daily cashiering activities and ensured that cash balances agreed with general ledger records.
- Processed utility payments, including electricity, water and telecommunications services.
- Prepared daily cash reports and other returns relating to branch operations.
- Promoted banking products and services through cross-selling and customer engagement.
- Monitored and reported suspicious transactions in line with internal procedures.
- Managed ATM cash replenishment, consumables and reconciliation activities.
- Coordinated cash-in-transit arrangements for ATM replenishments and deposits.
- Reported ATM operational issues for timely resolution.

EDUCATION AND PROFESSIONAL TRAINING

Bachelor of Arts Degree in Public Administration and Minor in Development Studies

- University of Zambia (UNZA) | 2022

Advanced Diploma in Public Relations and Personnel Administration

- Zambia Institute of Management (ZAMIM) | 2009

Certificate in Teaching

- Malcolm Moffat College of Education | 2006

Grade 12 School Certificate

- Kabwe High School | 2001

COMPUTER SKILLS

- Microsoft Word
- Microsoft Excel
- General Microsoft Office Applications
- FlexCube Banking System

PERSONAL ATTRIBUTES

- Honest, reliable and professional.
- Good organisational and planning abilities.
- Strong written and verbal communication.
- Able to work under minimum supervision.
- Adaptable to new responsibilities and working environments.
- Committed to accuracy, accountability and quality service.

REFERENCES

Mr. Kelvin L. Amukusana
Projects Director, Bilvin Engineering Ltd
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