# ORINE CHUULU

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## PROFESSIONAL SUMMARY

Dynamic Commercial and Strategy Leader with 8+ years of experience in customer service, billing, revenue management, business development, and team leadership. Proven track record in regulatory compliance, performance monitoring, debt recovery, stakeholder engagement, and driving service efficiency.
Currently serving as Senior Commercial Officer at Chembeshi Water Supply and Sanitation Company Ltd, with prior experience as Customer Care Supervisor and Debt Management Officer at Southern Water and Sanitation Company Ltd.

Holds an MBA and BBA in Business Administration from NIPA, with a strong academic foundation (Grade 12 with 5 O-level credits including English and Maths). A results-oriented leader with 5+ years at supervisory/management level, focused on revenue growth, operational excellence, and customer satisfaction.

## WORK EXPERIENCE

**Senior Commercial Officer**

**Chembeshi Water Supply and Sanitation Company Ltd – Kasama | 01 June 2026 – Present**

- Overseeing all commercial operations including billing, revenue collection, metering, and customer account management.
- Ensuring accuracy and integrity of meter reading data and timely billing to maximize revenue collection.
- Developing and implementing debt recovery strategies to reduce arrears and commercial losses.
- Managing customer queries, complaints, and disputes to maintain high service standards.
- Preparing and submitting monthly commercial and revenue performance reports to management.
- Coordinating with Operations, Finance, and Customer Service departments to improve service delivery.
- Enforcing company credit control policies and regulatory compliance standards

**Customer Care Supervisor**
**Southern Water and Sanitation Company Limited – Siavonga/Livingstone | August 2020 – May 2026**

- Supervised and managed daily customer interactions to ensure prompt, courteous, and effective service delivery.
- Addressed and resolved complex customer complaints and service issues, ensuring customer satisfaction and retention.

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- Led, mentored, and coached a team of customer care representatives to maintain high performance and service excellence.
- Monitored individual and team performance using KPIs and customer feedback, identifying areas for continuous improvement.
- Designed and implemented customer service policies and standard operating procedures to streamline operations.
- Analysed service trends and customer feedback data to identify service gaps and recommend process enhancements.
- Led service improvement projects to increase efficiency and enhance customer experience.
- Developed and conducted in-house training programs focused on customer service skills, communication, and product knowledge.
- Designed and implemented company business development strategies aligned with the Company Strategic Plan.
- Led periodic review of organizational growth and diversification strategies.
- Conducted market research to identify customer education and development needs.
- Managed and strengthened strategic partnerships with local stakeholders.
- Prepared business development and market reports to support senior management in strategic analysis and decision making.
- Spearheaded the development and implementation of new customer service SOPs, resulting in a 30% improvement in service response time.
- Successfully managed a customer care team that achieved a 70% customer satisfaction score over two consecutive years

**Debt Management Officer**

**Southern Water and Sanitation Company Limited – Siavonga | May 2017 – July 2020**

- Engaged customers with outstanding payments to negotiate settlements and ensure account resolution.
- Recovered overdue payments by implementing structured follow-up procedures and repayment plans.
- Analyzed compliance and billing data to compile detailed reports for management decision-making.
- Identified inefficiencies in the debt collection process and suggested system and policy enhancements.
- Coordinated with internal departments to resolve and improve customer relations.
- Improved debt recovery rate by 25% through targeted follow-ups and restructuring of repayment strategies

## EDUCATION HISTORY

**Master of Business Administration (MBA)** **2024**

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National Institute of Public Administration (NIPA)

**Bachelor of Business Administration (BBA)** **2022**

National Institute of Public Administration 9NIPA)

## LICENSES & CERTIFICATIONS

**Affiliate First Application Member (AFZHRM)** **2025**

Zambia Institute of Human Resource Management

## SKILLS

**Technical Skills:** Financial Modelling | Microsoft Suite | Data Analysis & Reporting | Proposal Development | Revenue Streams | Billing & Revenue Systems | CRM.

**Soft Skills:** Leadership | Strategic Communication | Problem Solving | Customer Relationship Management | Team Leadership & Staff Development | Complaint Resolution & Service Recovery | SOP Development & Policy Implementation | Training & Capacity Building | Stakeholder Engagement

## REFERENCES

Mr Brian Haangoma
Commercial Manager | Southern Water and Sanitation Company
P.O. Box 430617 | Contacts: bhaangoma@gmail.com | 0977525346

**Mrs Mercy Namakando Mwewa**

Director Commercial Services | Chembeshi Water Supply and Sanitation Company

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**Mr Gift Shanda Kahilu**

Business Development Officer | Southern Water and Sanitation Company Limited

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