LUKAS PHIRI

Personal details

LUKAS PHIRI

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+260 771 663 159 / +260 978 982 257

Lusaka, Zambia

EDUCATION & TRAINING

Certificate in Transport and Logistics | *2026*
Adaptive Innovation Research Institution, Lusaka, Zambia

Diploma in Public Administration | *2024*I
COF University (GRZ-ICOF), Lusaka, Zambia

Grade 12 School Certificate | *2020*
Anoya Zulu Secondary School, Chipata, Zambia

REFERENCES

Mellisaross Mushai
Sales Manager, Airtel Zambia
Phone: +260 978 981 923

Chikonde Lengwe
Territory Manager, Airtel Zambia
Phone: +260 978 981 042

Joseph Sampa
Operations Supervisor, Netsecure Solutions
Phone: +260 978 981 523

PROFESSIONAL SUMMARY

Operations and administrative professional with hands-on experience in customer registration, daily data entry, and field operations at Airtel Zambia. Experienced in maintaining accurate subscriber records, reconciling stock, preparing daily sales reports, and solving customer account queries on the spot. Backed by a Diploma in Public Administration and practical training in Transport and Logistics, with a strong commitment to clean record-keeping, reliable reporting, and dependable team support.

CORE SKILLS

- **Data Entry & Record Keeping:** Accurate data logging, customer identity verification (KYC), daily sales reconciliation, physical & digital filing
- **Reporting & Administration:** Daily & weekly activity reports, stock taking, compliance monitoring, schedule coordination
- **Customer Support:** Customer onboarding, on-the-spot query resolution, account updates, field customer service
- **Software & Systems:** Microsoft Excel (spreadsheets, basic formulas), MS Word, Google Workspace, POS systems, Airtel Money & digital platforms

WORK EXPERIENCE

Airtel Zambia | Lusaka, Zambia
Direct Sales Executive | *2024 – Present*

- Register new subscribers and verify national identity documents (KYC), ensuring 100% compliance with ZICTA regulations and internal quality standards.
- Compile and submit daily and weekly sales reports to the territory manager using Excel, tracking subscriber acquisitions, revenue, and product movement.
- Promote and activate Airtel data bundles, SIM cards, and Airtel Money accounts across designated Lusaka zones, consistently meeting monthly targets.
- Troubleshoot subscriber issues in person, including SIM swap verifications, transaction errors, and connectivity questions, ensuring customer satisfaction.

Sales Agent | *2022 – 2024*

- Conducted frontline SIM card activations and captured customer details accurately into mobile registration systems.
- Counted and balanced physical inventory (SIM cards and promotional stock) each morning and evening against transactional records.
- Engaged prospective customers during community activations and market drives, clearly explaining product features and tariffs.

Netsecure Solutions | Lusaka, Zambia
Operations & Data Entry Intern | *2021 – 2022*

- Updated internal spreadsheets with client details, service inquiries, and project logs, double-checking entries for spelling and numerical accuracy.
- Organized, scanned, and filed office records and contracts to ensure documents were easy for the team to locate.
- Handled incoming telephone calls and visitor inquiries, directing clients to the appropriate staff members promptly..