## Personal details


CHARITY BWALYA CHUNGU

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+260 976 008 791

Lusaka, Zambia


## EDUCATION & QUALIFICATIONS

**Bachelor of Public Administration (BPA)**
Mulungushi University, Kabwe | *Conferred 2017*

**Grade 12 Senior Secondary School Certificate**
Kabulonga Girls Secondary School, Lusaka | *Completed 2012*

## PROFESSIONAL AFFILIATIONS & TRAINING

- **Affiliate Member:** Zambia Institute of Human Resource Management (ZIHRM) *(Registration / Renewal in Progress)*
- **Conference Participant:** Zambia Society for Public Administration (ZSPA)
- **Certificate in Computer Applications:** Waddington Centre (MS Office Suite, Desktop Applications)

## CORE COMPETENCIES

- **Public Administration & Governance:** Records management, office superintendent oversight, protocol handling, inter-departmental liaison.

# CHARITY BWALYA CHUNGU

Public Administrator | Human Resource & Administrative Operations Specialist

## PROFESSIONAL PROFILE

Ethically grounded Public Administrator with over seven years of combined experience across public health governance (Ministry of Health Headquarters) , higher education administration (University of Lusaka), and enterprise operations management. Proven expertise in Human Resource Management (APAS appraisals, statutory permits, records management), fleet logistics, public procurement coordination, and academic registry operations. Adept at bridging operational gaps, maintaining compliance with public service regulations, and optimizing administrative workflows. Member of the Zambia Institute of Human Resource Management (ZIHRM).

## PROFESSIONAL EXPERIENCE

**MINISTRY OF HEALTH HEADQUARTERS — LUSAKA**
*Department of Human Resource Management & Administration (HMRA)*
**Administrative & Human Resource Intern** | *December 2025 – Present*
*Human Resource Management Unit (June 2026 – Present)*

- **Performance Management (APAS):** Coordinate the timely preparation, distribution, review, and submission of Annual Performance Appraisal System (APAS) forms and departmental work plans across directorates.
- **Expatriate & Immigration Compliance:** Process documentation for temporary permits, residence permits, and employment work permits, including renewals and spousal/child inclusions through the Department of Immigration.
- **Staff Welfare & Benefits Support:** Assist in handling settling allowances, gratuities, and salary arrears computations; act as focal point for institutional group life insurance queries.
- **Records Management:** Maintain personnel files, track staff movement, and safeguard confidential administrative correspondence in strict adherence to public service standards.

*Administration Unit (December 2025 – May 2026)*

- **Office Superintendent & Facility Oversight:** Supervised daily premises cleanliness, waste management, and facility maintenance by leading routine morning inspections and managing office assistants.
- **Fleet & Transport Coordination:** Maintained the comprehensive motorized asset register for headquarters, provincial, and district fleet vehicles; monitored fuel management records and planned routine maintenance schedules.
- **Procurement & Logistics:** Initiated purchase requisitions for cleaning supplies, stationery, and secretarial requisites; verified delivered stock against official purchase orders.
- **Public Protocol & Events:** Provided administrative and logistical support for national health observances and ministerial delegations, ensuring protocol compliance and stakeholder coordination.

**RETAIL & HOSPITALITY VENTURES — LUSAKA**
**Business Owner & Operations Manager** | *October 2020 – November 2025*

- **Human Resource Operations:** Performance appraisal (APAS) coordination, staff onboarding, leave administration, work and residence permit processing.
- **Logistics & Fleet Management:** Motorized asset registers, vehicle maintenance scheduling, fuel allocation, and driver oversight.
- **Financial Administration Support:** Gratuity and allowance computation, bank signatory support, payroll input monitoring, procurement requisitions.
- **Software & Systems:** Advanced MS Office Suite (Word, Excel, PowerPoint, Outlook), HR databases, administrative record-keeping systems.
- **Soft Skills:** Discretion & confidentiality, diplomatic communication, stakeholder engagement, team supervision.

- Managed daily business operations across a food service restaurant and clothing retail outlet, handling financial accounting, statutory compliance, and vendor management.
- Recruited, trained, and supervised front-of-house and support staff, instilling high customer-service standards and accountability.
- Managed stock inventory, cash reconciliations, cost optimization, and supply agreements with local suppliers.

**AGRICULTURAL PROGRAM (ESSAP / NGO PARTNER) — ZAMBIA**
**Field Enumerator / Data Collector** | *July 2021 – August 2021*

- Administered structured digital and paper survey instruments across rural farming communities to assess the efficacy and impact of agricultural intervention programs.
- Conducted data quality audits, verified farmer registry inputs, and submitted timely progress reports to monitoring and evaluation (M&E) project supervisors.

**UNIVERSITY OF LUSAKA (UNILUS) — LUSAKA**
*School of Postgraduate Studies*
**Administrative Officer** | *March 2018 – September 2020*
**Intern Administrative Officer** | *August 2017 – February 2018*

- **Academic Program Coordination:** Coordinated the academic calendar for Master's and Doctoral programs, organizing residential schools, timetable schedules, and venue allocations.
- **Research & Dissertation Administration:** Managed the student research database, linking postgraduate candidates with supervisors and coordinating panel hearings for proposal and dissertation defenses.
- **Faculty & Payroll Liaison:** Tracked teaching schedules and lecture attendance for visiting and part-time lecturers, accurately computing claims, guest lecturer honoraria, and examiner allowances.
- **Registry & Student Services:** Administered admissions, student registration, student file archives, and official academic transcript issuances while ensuring strict adherence to university academic regulations.
- **Logistics & Hospitality:** Arranged travel, accommodation, and venue logistics for external examiners and visiting scholars.

## PROFESSIONAL REFEREES

**Mr. Granger Sichimwi**
Senior Human Resource Management Officer, Ministry of Health Headquarters, Lusaka
Contact: +260 977 382 406

**Mrs. Setridah Mukuwa**
Administrative OfficerMinistry of Health Headquarters, Lusaka
Contact: +260 977 527 537

**Ms. Masho Mukwena**
Head of Department, School of Postgraduate Studies, University of Lusaka (UNILUS)
Contact: +260 971 087 373

**Mr. Mwamba Chanda**
Deputy Registrar, University of Lusaka (UNILUS)
Contact: +260 961 875 148