LENARD MUTALE

CURRICULUM VITAE

0776647674 | 0761584445 | lenardmcmutale@gmail.com

PERSONAL INFORMATION

- Date of Birth: 26 February 2004
- Nationality: Zambian
- Sex: Male
- Marital Status: Single
- Religion: Christian
- Languages: English, Bemba, Nyanja

PROFESSIONAL PROFILE

Motivated and adaptable professional with practical experience in office administration, customer service, sales, cashiering, ac counting, reception and team leadership. Experienced in organizing paperwork and schedules, assisting customers, maintainin g records and supporting day-to-day office operations. Also trained in digital skills, computing, Excel, customer care and compl aint management.

WORK EXPERIENCE

GREEN ROOF LIMITED | Office Assistant → Cashier → Sales Assistant | December 2025 – June 2026

- Started as an Office Assistant, supporting office administration and day-to-day operations.
- Later transferred to Cashier duties, handling customer payments and related transactions.
- Subsequently moved to Sales Assistant duties, assisting customers and supporting sales activities.
- Mr. Tembo was the supervisor during my employment.

LUHASHA PRIVATE SCHOOL | Office Assistant | January 2025 – September 2025

- Assisted the manager with organizing paperwork and office documents.
- Helped organize and coordinate work schedules.
- Received and assisted visitors and other people coming to the office.
- Supported the manager with general day-to-day office duties.

SPECTRUM CREDIT LIMITED | Call Center Agent / Team Leader | 2024 – 2025

- Managed and supervised a sales team to achieve daily and monthly targets.
- Handled client follow-ups and explained loan products.
- Assisted with pricing and sales strategies.
- Provided financial consultation and performed field sales and client sourcing.

TESRY ACADEMY SCHOOL | Accountant | 2023 – 2024

- Managed daily financial records and bookkeeping.
- Prepared income and expenditure reports.
- Handled school fees collection and receipts.
- Assisted with budgeting, financial planning and record keeping.

HOPE WORLD WIDE | Receptionist | 2023 – 2024

- Managed front-office operations and customer reception.
- Handled calls and appointment scheduling.
- Assisted clients with enquiries and documentation.

ITC | Personal Excel / Office Support | 2022 – 2023

- Performed data entry and basic computer operations.
- Assisted with daily office tasks.

EDUCATION

- 2020 – 2022 | Nelson Mandela Secondary School — Grade 12 Certificate
- 2018 – 2019 | Dili Secondary School — Grade 9 Certificate
- 2011 – 2017 | Chibolya Primary School — Grade 7 Certificate

PROFESSIONAL TRAINING & CERTIFICATIONS

- Plug4Growth Digital Skills & Mentorship Program — March 2026
- Google Cloud-authorized online course via Coursera — February 2026
- Computing Skills for Business — August 2026
- Customer Care & Complaint Management — August 2026
- Excel Essentials for Teachers Part-I — August 2026

CORE SKILLS

- Office administration and document organization
- Customer service and complaint handling
- Sales, client relations and follow-up
- Cashiering and financial handling
- Bookkeeping and financial record keeping
- Microsoft Excel and basic computing
- Communication and interpersonal skills
- Teamwork, leadership and supervision
- Time management and ability to work with minimum supervision
- Fast learning, reliability and discipline

REFEREES

* Mrs. Bertha Mayambo — Supervisor, Spectrum Credit Limited — +260770924580

* Mr. Shine kauba st Martin section chairperson – +260977442696

- Mr. Tembo — Supervisor, Green Roof Limited — +260977678930
- Mrs. Miriam Mwila — Manager, Tesry Academy School
- Mrs. Magrat Tembo — Director, Luhasha Private School — +260979442674
- Jonathan Banda — Manager, Hope World Wide — +260772861312

References available upon request