MWAKA NAKAZWE

Lusaka, Zambia | +260 977 893811/+260 760 597975 | mwakanakazwe74@yahoo.com /mwakanakazwee@gmail.com

PROFESSIONAL SUMMARY

Results-driven Social Work and Public Health professional with over 8 years of experience in Project Management and administration, service delivery and community-based interventions under USAID-funded projects (DREAMS, Z-CHPP, CHEKUP I). Proven expertise in providing programme coordination, operations management, stakeholder engagement, client relationship management, data management, monitoring and evaluation and team leadership. Proven track record of coordinating multi stakeholder projects, improving service delivery and ensuring compliance with organizational standards. Recognized for leading high-performance teams, delivering quality reports, managing complex administrative functions and driving continuous improvements. Strong communicator with proven ability to maintain client's confidentiality, build trust and coordinate impactful initiatives. Adaptable, organized, analytical, and committed to delivering high quality results in both public and private sector environment.

CORE COMPETENCIES

- Programme and Project Coordination
- Administrative Management
- Monitoring & Evaluation (M&E)
- Data Collection, Analysis & Reporting (DHIS2, DDIMA)
- Communication and Interpersonal skills
- Confidentiality and Ethical Practice
- Customer Service and Client Relations
- Community Mobilization and Stakeholder Engagement
- Team Work and Organizational skills
- Problem Solving and Decision Making

PROFESSIONAL EXPERIENCE

DREAMS Site Coordinator
Young Women Christian Association (USAID CHEKUP I) | June 2021 – June 2025
Responsibilities:

- Led planning, coordination, project implementation and ensured timely delivery of planned activities.
- Managed programme reporting, ensuring timely submissions of (weekly, monthly, quarterly and annual reports) aligned with USAID indicators.
- Maintained accurate records and ensured data quality for Project reporting.
- Supported client case management, referrals and follow-up services.
- Coordinated stakeholder meetings with, health institutions, schools, community leaders and partner organizations.
- Supervised and mentored staff and volunteers to ensure quality service delivery and adherence to SOPS.
- Ensured confidentiality and ethical handing of sensitive client information.
- Facilitated group session, awareness activities and community engagement initiatives.

Key Achievements:

- Increased participation and retention of program beneficiaries through effective engagement strategies.
- Strengthened partnerships that improved access to integrated services.
- Improved data quality, completeness, and reporting accuracy and timely submission of reports.
- Successfully coordinated multiple activities while consistently meeting organizational targets.

DREAMS Site Mobilization Officer
Young Women Christian Association (USAID Z-CHPP) | Dec 2016 – June 2021
Responsibilities:

- Conducted community outreach and mobilization initiatives.
- Ensured accurate data entry, record management, data cleaning, and validation in DHIS2, improving data reliability.
- Coordinated client's registration and referral processes.
- Supported project implementation and daily operational activities.
- Facilitated training sessions, awareness campaigns, interventions, improving participation and engagement.
- Strengthened collaboration with community partners and local institutions.
- Conducted community sensitization and advocacy.
- Prepared activity reports and maintained accurate documentation.

Key Achievements:

- Expanded programme reach through effective stakeholder engagement.
- Increased beneficiary participation through strategic community mobilization.
- Reduced data errors and improved reporting timelines.

Direct Sales Agent - Accounts Opening
Zambia National Commercial Bank (ZANACO) | Nov 2010 – Dec 2016
Responsibilities:

- Identified and onboarded new clients through structured prospecting and engagement.
- Ensured full compliance with KYC requirements and banking regulations.
- Maintained strong client relationships through ongoing support and service delivery.
- Achieved daily, weekly, and monthly sales targets.
- Collected and reported market intelligence to support product development.
- Handled customer issues professionally in line with organizational policies.

Key Achievements:

- Consistently exceeded customer acquisition targets.
- Maintained excellent compliance and customer satisfaction records.
- Contributed to business growth through strong client relationship management.

EDUCATION

- **Bachelor's Degree in Social Work** – DMI St. Eugene University | 2022–2025
- **Diploma in Teaching Methodology** – Luanshya Technical and Vocational Teachers College | 2017–2018
- **Diploma in Management Information Systems (IMIS)** – National Institute of Public Administration (NIPA) | 2002–2004
- **General Certificate of Education (GCE)** – Kamwala Secondary School | 1998–2000

PROFESSIONAL TRAINING & CERTIFICATIONS

- Peer Education – PACT Zambia (2024)
- Mental Health Support – Strong Minds Zambia (2024)
- Life Skills & Job Preparation – CIDRZ (2021)
- Gender Based Violence – YWCA/PACT Zambia (2021)
- Leadership & Community Facilitation – YWCA/PACT Zambia (2017)

TECHNICAL SKILLS

- Microsoft Office (Word, Excel, PowerPoint)
- Data Collection, Cleaning & Analysis
- Report Writing & Documentation
- Customer Relationship Management (CRM)

LANGUAGES

- English (Fluent)
- Local Languages (Fluent)

REFEREES

Davies Shula Mutale
District DREAMS Coordinator
YWCA (USAID CHEKUP I)
+260 979 512 901 / 0963 843 374 | shuladavies@gmail.com

Brenda Mwiinga - Chishala
Capacity Strengthening Programme Officer – HIVOS Zambia
+260 979 745 236 / 0965 744 220 | bmwiinga@hivos.org

Monica Muchangwe
District DREAMS Coordinator
CIDRZ (USAID CHEKUP I)
+260 974 063 254 / 0967 063 254 | monicamuchangwe@yahoo.com