

Ackim Tembo

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Chilanga

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Professional Summary

Accomplished Manager with in-depth experience consistently rising through ranks. Well-versed in sales, personnel management, accounting and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service. Forward-thinking team leader skilled at operating departments efficiently to meet goals. Successful background matching employees with roles for maximum performance. Proactive and hardworking individual focused on continuous operational improvement.

Accomplishments

- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.

Skills

A talented graduate engineer with a strong academic background and some commercial experience. A proven ability to maintain and enhance company software with the aim of improving operational functionality in line with business requirement.

Business Development

Product and Service Knowledge

Operations Management

Employee Performance Evaluations

Retail Operations

Negotiation

Cost Control

Business Administration

Project Management Abilities

Staff Management

Team Motivation

Project Management

Work History

01/2022 - Current

Manager of Business Development and Sales

Chendi Enterprise Limited Zambia, Lusaka, Zambia

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.
- Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.
- Mentored team members to enhance professional development and accountability in workplace.
- Generated repeat business through exceptional customer service and responded to

customer concerns with friendly and knowledgeable service.

- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Created employee schedules to align coverage with forecasted demands.
- Developed strategy to increase sales and drive profits.
- Reviewed sales and gross profit report to assess company efficiency.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Increased employee performance and job satisfaction to strengthen retention and engagement.
- Made hiring recommendations to increase company's productivity and profitability with quality workers.
- Monitored security to protect employees, customers and property.
- Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success.
- Maintained professional demeanor by staying calm when addressing unhappy or angry customers.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Established team priorities, maintained schedules and monitored performance.
- Evaluated employee performance and conveyed constructive feedback to improve skills.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Defined clear targets and objectives and communicated to other team members.
- Trained personnel in equipment maintenance and enforced participation in exercises focused on developing key skills.
- Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Established performance goals for employees and provided feedback on methods for reaching those milestones.
- Set aggressive targets for employees to drive company success and strengthen motivation.
- Identified and communicated customer needs to supply chain capacity and quality teams.
- Successfully managed budgets and allocated resources to maximize productivity and profitability.
- Reduced waste and pursued revenue development strategies to keep department aligned with sales and profit targets.
- Developed detailed plans based on broad guidance and direction.
- Leveraged data and analytics to make informed decisions and drive business improvements.
- Controlled resources and assets for department activities to comply with industry standards and government regulations.

- Launched quality assurance practices for each phase of development
- Managed senior-level personnel working in marketing and sales capacities.
- Streamlined and monitored quality programs to alleviate overdue compliance activities.
- Planned, created, tested and deployed system life cycle methodology to produce high quality systems to meet and exceed customer expectations.
- Developed deep understanding of customer needs, priorities and pain points to deliver customized service.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Collaborated with sales, marketing and other internal teams to meet shared goals.
- Formulated well-defined action plan to prioritize potential clients and achieve and exceed objectives.
- Qualified leads by scheduling introductory discovery meetings and calls.
- Conducted market research to discover new leads, opportunities and messaging.
- Built diverse sales pipeline to exceed quota targets.
- Liaised with external stakeholders to form strategic partnerships with prospective clients.
- Created and executed outbound demand generation campaigns, calls and emails to deliver qualified leads for sales team.
- Created customer loyalty programs to increase repeat business.
- Assessed customer needs and developed customized solutions to drive sales.
- Trained and mentored sales personnel to apply best practices and techniques.
- Developed and implemented successful sales strategies to drive growth and exceed revenue targets.
- Developed and maintained relationships with key clients to increase sales and customer retention.
- Developed useful pricing models to maximize profit margins and generate leads.
- Analyzed sales data to identify opportunities for improvement and created action plans to capitalize on those opportunities.
- Built relationships with customers and community to establish long-term business growth.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Demonstrated products to show potential customers benefits and advantages and encourage purchases.
- Managed accounts to retain existing relationships and grow share of business.
- Increased profit margins by effectively controlling budget and overhead and optimizing product turns.
- Achieved established KPI for company, regional team and individual performance through teamwork and focus on customers.
- Collaborated cross-functionally with headquarters, regional and other teams nationally to maintain consistent message and experience.
- Drove sales by developing multi-million dollar contract sales.
- Developed compelling presentation decks to gain approval for ideas and communicate results.

01/2019 - 06/2021

BIG DATA AND ANALYTICS ENGINEER

Saj technology

- A strong understanding of professional software development practice

- Knowledge of developing database using SQL and MYSQL
- Experience in c#, ASP.net and web application including mobile devices, tablets
- Experience in programming java, JavaScript and knowledge of HTML, CSS, BOOTSTRAP, JQUERY
- Ability to write reports and very in support to work as a team
- Supported and performed collection and preservation efforts
- Deep knowledge of the electronic discovery marketplace
- Able to process a solid academic understanding of software development principles
- Developing and coding using python and JavaScript languages
- Ability to manage own projects and portfolio
- Good administration and organisation skills
- Having a logical approach to problem solving
- To support customers and operational staff in issue resolution
- Working on system maintenance patches and data fixes
- Creating test programs according to specification
- Have exposure to requirements definition and concept of workflow/reporting
- Exposure to java development
- Analyzing user requirements and then developing systems that meet the requirements
- Proven ability to meet agreed project and customer satisfaction
- Able to provide support in the event of software failure
- Developing and testing solution
- Knowledge of LAN /WAN.
- Drafted technical documentation for internal business areas and processes, incorporating factors such as technical design, data manipulation, ETL and storage management.
- Tracked and leveraged data trends, aggregate statistics and volume fluctuations to hone [Type](#) performance metrics.
- Collaborated with internal and external stakeholders to optimize data sourcing pipelines and verify data quality.
- Served as subject matter expert in areas such as [Area of expertise](#) and [Area of expertise](#).
- Managed customer experience metrics, tracking deficits in service feedback and addressing required changes with appropriate personnel.
- Performed preemptive resolution of technical issues by utilizing detailed knowledge of ongoing processes and policies.
- Served as team leader for cross-functional teams, making decisions on team-wide goals, timelines and personnel assignments.
- Determined data storage and optimization policies, shaping organization efforts to enhance performance.
- Optimized data sources and processing rules to enhance data quality through design and development phases.
- Acted as liaison between clients and technical associates, translating complex ideas into easy-to-understand explanations.
- Analyzed data to identify root causes of problems and recommend corrective actions.
- Collaborated with stakeholders to identify business needs and data sources.
- Developed customized reports, summarizing and presenting data in visually appealing format.
- Provided technical support for troubleshooting analytics and reporting issues.

- Identified patterns and trends in large data sets and provided actionable insights.
- Created dashboards to monitor and track key performance indicators.
- Generated standard and custom reports to provide insights into business performance.
- Developed complex dashboard and reporting tools to track business performance metrics.
- Utilized data visualization techniques to present and explain complex data sets.
- Implemented business intelligence solutions to increase operational efficiency.
- Created data models to support decision-making processes.
- Updated and developed scripts and queries to extract and analyze data from multiple sources.
- Generated ad-hoc reports to evaluate specific business requirements.
- Designed and developed data pipelines to acquire, clean and process data.
- Deployed predictive analytics models to forecast future trends.
- Optimized data access and storage to improve performance of analytics systems.
- Developed and maintained data warehouses and data marts to support business operations.
- Developed and implemented data governance policies and procedures.
- Developed data mining algorithms to identify and classify patterns in data.
- Assisted with creating data cubes and OLAP models to improve data analysis.

01/2007 - 01/2011

plant electrician

Lafarge Zambia

- Installation and maintenance of electrical equipment
- Experience in technical analysis and electricity assignments
- Knowledge in line with analytical and planning skills in plant maintenance
- Troubleshooting of electrical control systems and maintenance of service portfolio
- Plant maintenance and adhering to safety regulations
- Industrial control system designs in line with power plants /energy
- Scada in line with data entry discrete, analog, string, sliders and pushbuttons
- Cyber security fundamental in line with protecting the system from hackers, including malware
- Wire and repair including replacement of electric motors in the plant
- Accountable for maintaining various hand tools and equipment
- Experience working with AC and DC voltages
- Mechanical, construction, or other experience
- Trouble shot plant wide machine breakdown
- Planning, installation, and maintenance of all plant electrical and lighting system, plant production equipment and utility systems
- Maintaining and keeping a routine PM schedule on all machine
- Good electrical and mechanical background, able to interpret electrical control diagrams
- Good communication skills for both verbal and written, documentation practices, with strong interpersonal skills
- Administered operator changes during shut down period
- Implemented studies for line development and distribution
- Regulated projects to reconstruct the plant to make adjustments

- Coordinated a schematic for new design of plant section
- Provides project oversight to management.

Education

Master Of Business Administration, International Marketing, Zcas University , Lusaka, Zambia

09/2018 **Computer Science, Cavendish University , Lusaka**

References

Rodgers Maladi, senior Engineer,
cell 0971960520

Makondo Zulu managing director cell
0977691536

Kanasha maladi manager operation cell 0973589658

Hobbies And Interests

Reading and travelling

Languages


English:


Advanced (C1)

Ngoni:


Intermediate (B1)

Bemba:


Upper intermediate (B2)