



Idah mwengwe bwalya

Monitoring and evaluation
Other

Details

Address: Lusaka, Zambia
Email: Mwengwebwalya@ymail.com
Sex: Female
Marital Status: Single
Status: Open to work
Experience: 6-12 months

Summary

Customer focused receptionist with 7yrs experience working with various organisation at handling challenging clients and managing heavy workloads, demonstrating excellent telephone and customer service skills.

Experience

Data clerk/ sim registration agent , MTN, Lusaka, Zambia

Feb 2012 - Dec 2012

Sim registration Data capturing and entering

Monitoring and evaluation officer/data clerk , ZCCP, Lusaka, Zambia

Mar 2020 - Sep 2021

Ensure quality of data is collected by community activist Ensure that implementation of field activities adhere to zccp monitoring and evaluation

Psychotherapist , Kabanana health post, Lusaka, Zambia

Jan 2017 - Apr 2019

Offering mental health support to women suffering from postpartum. depression and generalised anxiety disorder Offer linkage, adherence support and data entry

Data clerk/ customer service , Airtel , Airtel Head Office Service Centre, Lusaka, Zambia

Feb 2015 - Dec 2016

Activating sim cards Confirm kyc information Data entry

Education

Certificate, Southern leadership institute , Monitoring and evaluation

2020 - 2020

Degree Certificate

Grade Pass

Certificate, Unicef University , Computers

2019 - 2019

Degree Certificate

Grade Pass

Certificate, Zids premier college , Psychosocial counselling

2017 - 2017

Degree Certificate

Grade Pass

Certificate, Sos , Designing cutting and tailoring

2011 - 2011
Degree Certificate
Grade Level 1

High School, Munali girls high school , Education

2006 - 2008
Degree High School
Grade Gce
Activities & Societies N/A
N/A

Language

Nsenga
Proficiency Limited Working

Lamba
Proficiency Limited Working

Nyanja
Proficiency Limited Working

Bemba
Proficiency Limited Working

English
Proficiency Professional Working

Skills

Self starter records retention, Document management and storage, Customer care, Maintaining confidentiality, Efficient data entry, Advanced clerical knowledge