




# Andrew Ingombe

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## PROFESSIONAL SUMMARY

As an organized, creative and highly motivated individual, I love the challenges of working within a dynamic, fast paced and highly competitive working environment.

The knowledge gained from my corporate experience working for Standard Chartered Bank, for a period of eight (8) years, has shaped my ability to adapt quickly, work efficiently, think creatively and work effectively as part of a team or on my own.

I am a self-driven and highly motivated individual with a proven track record, over the years, to perform and deliver as required. With a mind set for success.

I am a firm believer in delivering quality work and within the prescribed time frames.

A motivating leader with strengths in building strategic relationships to support key business initiatives, offering excellent interpersonal and communication skills and experience managing matrixed organizations.

## SOFT SKILLS

- Problem resolution
- Team building
- Operational improvement
- Relationship development
- Business operations
- Team management
- Customer service
- Communications
- Supervision

## TECHNICAL SKILLS

- HTML5
- CSS
- JavaScript
- Node.js
- React
- SASS
- Git and Github
- MongoDB

## WORK HISTORY

### BUSINESS DEVELOPMENT EXECUTIVE

12/2020 to 08/2021

#### Standard Chartered Bank Zambia | Solwezi, North-Western Province

- Develop and execute strategic initiatives to implement key changes and improvements in business development and sales programs.
- Close new business and streamline transition accounts to customer relations department.

- Plan marketing initiatives and leverage referral network to promote business development.
- Create vision and provide leadership for targeting larger prospects.
- Develop short-term and long-term sales objectives and strategic plans to meet market needs.

## BRANCH OPERATIONS EXECUTIVE

03/2020 to 09/2020

### Standard Chartered Bank | Solwezi, North Western

Established smooth, increased efficient and compliance in operations. I am Knowledgeable about safety and security protocols. Making sure all processes are followed and adhered to for smooth running of the bank. I aim to always exceed what is expected of me.

- *Cash Management*
- *Branch risk management*
- *Branch operations*
- *Processing of client service requests*
- *Processing of client instructions*
- *Building client relationships*
- Built and strengthened relationships across functional leadership areas to keep revenue development and operational plans interconnected and effective.

## CLIENT SERVICE MANAGER

12/2018 to 03/2020

### Standard Chartered Bank | Solwezi, North Western

With a view to provide quality and professional client service and experience, Was responsible for all client queries and service requests that come through the branch. Ensuring that clients are served and issues resolved. I aim to always exceed client expectations. Encouraged creative thinking, problem solving, and empowerment as part of facility management group to improve morale and teamwork.

- *Complaint resolution of over 3000 client base*
- *Processing of client service requests*
- *Promotion of product campaigns*
- *Processing of client instructions*
- *Building client relationship*

## CENTRE MANAGER-KALUMBILA

10/2016 to 11/2018

### Standard Chartered Bank | Solwezi, North Western

After three years of working for Standard Chartered Bank, A new centre was opened in Kalumbila and I was appointed as the Centre manager to manage the centre. I was entrusted with the authority to make sure that the centre was running smoothly to deliver our services to clients in that area.

- *Cash Management*
- *Branch risk management*

- *Branch operations*
- *Sourcing of new business*
- *Promotion of Bank products and services*
- *Supervising sales staff to deliver as required*
- *Performed Sales strategy and marketing*
- *Educated customers on promotions to enhance sales.*
- *Increased sales by 20%*

## **BRANCH SALES AND SERVICE EXECUTIVE**

*10/2013 to 10/2016*

### **Standard Chartered Bank | Mongu, Western Province**

This was the beginning of my journey with Standard Chartered Bank. I was offered a job in the sales department to generally handle the branch sales and service. I was given other responsibilities in the branch which helped build my experience in the banking sector.

- *Account opening -over 800 new accounts opened.*
- *Loan processing*
- *Client relationship deepening*
- *Digital ambassador*
- *Branch and ATM cash management*
- *Client service*
- *Driving branch sales.*
- *Conducted market research to attract clients in new territories.*

## **EDUCATION**

### **Certification | Software Engineering**

*EXPECTED IN 01/2022*

#### **FreeCodeCamp, Online Learning**

##### **JavaScript Algorithms and Data Structures**

- JavaScript Programming Language
- Data structures
- Algorithm Scripting
- Object Oriented Programming
- Functional Programming

##### **Front End Development Libraries**

- Bootstrap
- JQuery
- SASS
- React
- Redux

##### **APIs and Microservices**

- Node and Express
- MongoDB and Mongoose

### **Certification | Responsive Web Design And Development**

*01/2021*

#### **FreeCodeCamp, Online Learning**

Coursework in:

- HTML5
- CSS3
- Applied Visual Design
- Applied Accessibility
- Responsive Web Design Principles
- CSS Flexbox
- CSS Grid

**Bachelor's Degree** | Business Administration

11/2012

**DMI-St. Eugene University, Lusaka**

Coursework in:

- Human Resource Management
- Business Management
- Cost Accounting
- Financial Accounting
- Business Law
- Business Statistics
- Communication Skills
- Marketing and advertising

To mention just a few.

**'O' Level- General Certificate of Education** | High School

11/2006

**St. John's High School, Mongu**

## LANGUAGES

- English
- Bemba
- Nyanja
- Lozi

## HOBBIES

- Swimming
- Soccer
- Signing
- Photography
- Movies
- Traveling
- Cycling

## AWARDS

In my career with Standard Chartered Bank so far, I have received awards for what I have contributed to the growth and development of the institution. I have received an award for High sales performance and service excellence. This and many others that have not been mentioned here.

## REFERENCES

**First Capital Bank | Branch Manager**

**Clive Mukubesa**

Mobile: +260 967 002 849

Lusaka

**Standard Chartered Bank | Business Risk Manager**

**Elisha Sikazwe**

Mobile: +260 967 329 102

HQ- Lusaka

**Standard Chartered Bank | Former Branch Manager**

**Libuya Muchimba**

Mobile: +260 979 673 272

Solwezi