

# LUCKY CHALUSA

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## ICT & Digital Media Professional

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Blantyre, Malawi

<https://curtischalusa.github.io/lc/>

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## PROFESSIONAL SUMMARY

A dynamic and results-driven ICT Professional and Digital Media Specialist with over seven years of experience in information technology, web development, and creative digital solutions. Adept at designing and managing systems, developing websites, and producing multimedia content that drives visibility, engagement, and business growth. Skilled in integrating technology and creativity to empower individuals, institutions, and enterprises with practical digital solutions.

## CORE COMPETENCIES

- ICT Systems Administration & Network Management
- Web & Software Development (Front-end & Back-end)
- Database Management & Information Systems Development
- Digital Media Production, Branding & Graphic Design
- Social Media Management, Content Creation & Analytics
- Technical Training, Digital Literacy & Capacity Building
- Business Documentation, Bid & Proposal Writing
- ICT Support, Troubleshooting & Client Service
- Data Management, Reporting & Digital Communication
- Creative Problem-Solving & Workflow Optimization

## PROFESSIONAL EXPERIENCE

### ICT Officer and administrative officer | Blantyre Mechanical Services (Jan 2025 Present)

- Administer ICT infrastructure, networks, and business systems to support operational efficiency.
- **Handle administrative tasks such as generating quotes, invoices, statements, and delivery notes using the custom-built management system.**
- **Draft and submit bid proposals, tenders, and business documents for company projects.**
- Provide technical support to staff and maintain data security protocols.
- Maintain, update, and troubleshoot the Garage Management System to meet business needs.

### Part Time ICT Trainer | Kings and Angels Vocational Skills Centre (Mar 2025 – Aug 2025)

- Conducted ICT and digital literacy training for students, focusing on practical computer skills and digital tools.
- Designed graphics and visual materials for the institution, including posters, banners, and digital content.
- Maintained and updated the institutional website and social media platforms to improve visibility and engagement.
- **Designed and issued certificates for students completing various programs.**
- **Managed student data, class records, and training documentation to ensure accurate reporting and compliance.**
- **Prepared reports for donors and management, highlighting training progress, achievements, and institutional needs.**
- Developed ICT training materials, lesson plans, and learning resources for students.

#### **Digital Lab Ambassador | Dzuka Africa Organization (Jan 2023 – Dec 2023)**

- Provided technical support to community members and ensured smooth operation of digital lab equipment, networks, and software.
- Maintained ICT infrastructure, including troubleshooting hardware, updating systems, and ensuring reliable internet connectivity.
- Conducted digital skills training sessions for youth and community groups, focusing on computer literacy, online safety, and productivity tools.
- Developed visual learning materials such as tutorials, posters, and digital guides to enhance training delivery.
- **Managed the organization's digital communications by updating social media platforms, promoting programs, and improving online visibility.**
- **Supported program implementation by documenting activities, collecting data, and preparing reports for management.**
- Collaborated with staff and volunteers to enhance community engagement through digital tools and outreach efforts.

#### **Part Time Digital Skills Trainer (Malawi Digital Project) | Sanwecka Tech Companions (Jun 2022 – Dec 2022)**

- Delivered digital literacy training to youth and adults, aligned with the Malawi Digital Project curriculum and objectives.
- Created practical tutorials, visual guides, and multimedia learning resources to support hands-on learning.
- Facilitated training sessions on computer basics, internet usage, digital tools, and productivity applications.
- **Assessed participant performance, tracked progress, and provided individual support to ensure learning outcomes were met.**
- **Prepared detailed training reports, attendance records, and progress updates for project coordinators and donors.**

- Supported program logistics, including setting up digital equipment and assisting participants with technical challenges.

#### **ICT Officer | Blantyre Mechanical Services (Jun 2018 – May 2022)**

- Oversaw ICT operations, including network setup, configuration, troubleshooting, and system maintenance for smooth business operations.
- Managed databases, data backups, and system security to ensure reliability and business continuity.
- **Developed and deployed a custom Garage Management System, significantly improving workflow, record-keeping, and service turnaround time.**
- Provided day-to-day ICT support to staff and ensured effective functioning of all hardware and software systems.
- **Designed company visuals such as logos, brochures, job cards, and branded materials for marketing and client communication.**
- **Prepared technical documents, user manuals, and operational reports to support internal processes and client services.**
- Collaborated with management to identify ICT improvements and implement practical digital solutions for the business.

#### **ICT Technician | Kamuzu College of Nursing (KUHeS) (Jan 2010 – Mar 2011)**

- Installed, configured, and maintained LAN systems across Blantyre and Lilongwe campuses to support academic and administrative operations.
- Provided ICT support to staff and students, resolving hardware, software, and network-related issues.
- Performed routine data backups, system updates, and security checks to ensure reliable access to institutional systems.
- Managed and updated the college website, ensuring accurate information and improved accessibility for users.
- Supported computer lab operations, including equipment setup, troubleshooting, and user training.
- Assisted in maintaining inventory of ICT equipment and coordinating repairs and replacements when necessary.

### **EDUCATION**

- **Bachelor of Science in Information Communication Technology** – Mzuzu University (2017)
- **International Diploma in Computer Studies (NCC, UK)** – NACIT Lilongwe Campus (2010)

### **CERTIFICATIONS & TRAININGS**

- Project Management – SHAPE Research & Skills Consultancy (2024)
- Digital & Social Media Marketing – Atingi Online (2024)
- Interpersonal Communication – Atingi Online (2024)
- Leadership in Civil Society – Atingi Online (2024)

- Fundamentals of Monitoring & Evaluation – Global Health eLearning (2018)
- Certificate in Digital Networks (City & Guilds, Polytechnic Continuing Education Centre)

## **TECHNICAL SKILLS**

- Proficient in programming for desktop and web applications
- Building websites and web applications from scratch, front-end and back-end
- Database design, management, and optimization
- Familiar with modern development tools and code editors
- LAN/WAN setup, configuration, and troubleshooting
- System installation, maintenance, security, and backups
- Administration of Windows and Linux operating systems
- Graphic design, branding, and multimedia production for print and digital platforms
- Experienced with tools for image editing, vector graphics, and video/multimedia content creation
- Management of digital workflows, automated business systems, and reporting
- Data organization, reporting, and documentation for operational efficiency
- Use of productivity software to support business processes

## **SOFT SKILLS**

- Strong Communication & Interpersonal Skills
- Leadership & Team Collaboration
- Analytical Thinking & Problem-Solving
- Time Management & Ability to Work Under Pressure
- Adaptability & Quick Learning
- Attention to Detail & Quality Assurance
- Client Relationship Management
- Training Facilitation & Presentation Skills

## **LANGUAGES**

- English – Fluent
- Chichewa – Native

## **REFERENCES**

**Clement Manyawa, Operations Director, Blantyre Mechanical Services, Blantyre**

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