

# JOAN A.C. KALAWA

University Lecturer

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## PERSONAL STATEMENT

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I am a passionate and versatile educator with over six years of teaching experience and a stronger background in business communication, customer service, and organizational management. Currently pursuing a Master of Technical and Vocational Education, I am committed to deepening my pedagogical expertise while staying current with innovative best practices. My diverse professional journey has equipped me with exceptional communication skills, both written and oral, which I have honed through teaching, sales, marketing, and customer service roles. I am seeking a teaching position where I can leverage my academic qualifications, professional experience, and communication competencies to ensure Communication, English for Academic Purposes and Communication in Organizations, while inspiring students to develop critical thinking and effective communication skills essential for their academic and professional success.

## PROFESSIONAL EXPERIENCE

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### Sales and Marketing Manager

06/2021 – 09/2021

Prestige Services International

- Developed and delivered presentations and reports to clients and stakeholders demonstrating advanced business communication skills
- Prepared marketing materials, promotional campaigns, and business proposals requiring precision in written and oral communication
- Conducted training sessions for sales and marketing teams on customer engagement and professional communication strategies
- Analyzed market trends and prepared detailed analytical reports for management decision-making
- Managed client relationships through effective interpersonal and organizational communication
- Led cross-functional teams, enhancing collaboration and internal communication processes

### Shop Supervisor

04/2021 – 04/2021

Airtel Malawi Plc

- Supervised and trained customer service representatives, focusing on professional communication standards and customer interaction protocols
- Prepared and presented daily, weekly, and monthly operational reports to senior management
- Handled customer escalations requiring critical problem-solving and communication skills
- Ensured compliance with organizational policies and regulatory requirements through clear documentation and communication
- Coordinated with regional management and technical teams, demonstrating strong organizational communication competencies
- Delivered on-the-job training on service excellence, product knowledge, and effective workplace communication

### Customer Service Representative

10/2018 – 03/2021

Airtel Malawi Plc

- Communicated effectively with diverse customers via phone, email, and face-to-face interactions
- Documented and tracked customer issues using CRM systems, demonstrating proficiency in business software and record-keeping
- Provided clear explanations of technical products and services to non-technical audiences
- Collaborated with cross-functional teams to resolve customer issues, highlighting organizational communication skills
- Met performance targets related to communication quality, customer satisfaction, and service delivery

**Teacher**

2015 – 2018

*Our Lady of Wisdom Private Secondary School, Mangochi*

- Planned, prepared, and delivered lessons aligned with the national secondary school curriculum
- Employed learner-centered and interactive teaching methodologies to enhance student engagement
- Developed schemes of work, lesson plans, and instructional materials tailored to diverse learning needs
- Assessed student progress through continuous evaluation, tests, and examinations
- Provided constructive feedback to students and maintained communication with parents/guardians regarding academic progress
- Supervised extracurricular activities and participated in professional development workshops
- Created a supportive and disciplined learning environment conducive to academic excellence

**Teacher**

2013 – 2013

*Our Lady of Wisdom Secondary School, Salima*

- Delivered subject content using effective communication and presentation skills
- Prepared learners for internal and national examinations through clear oral instruction
- Monitored students' progress and offered performance reviews
- Participated in staff meetings and collaborated with colleagues on curriculum development

## **ACADEMIC QUALIFICATIONS**

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**MASTER OF TECHNICAL AND VOCATIONAL EDUCATION**

2024 – Present

*Malawi University of Business and Applied Sciences*

In Progress

**BACHELOR OF EDUCATION IN BUSINESS STUDIES**

2012 – 2017

*Malawi University of Business and Applied Studies***MALAWI SCHOOL CERTIFICATE OF EDUCATION**

2006 – 2009

*Marymount Catholic Secondary School*

## **RELEVANT SKILLS AND COMPETENCIES**

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**Communication Skills**

- Excellent written and oral communication skills displayed through teaching, sales, marketing, and customer service roles
- Experience in preparing academic and business reports, presentations, and documentation
- Ability to communicate complex information clearly and effectively to diverse audiences

**Teaching and Training**

- Proven ability to plan, deliver, and assess lessons using learner-centered approaches
- Experience in training and mentoring staff and students
- Strong classroom management and instructional design skills

**Organizational and Analytical Skills**

- Proficient in preparing reports, analyzing data, and presenting findings
- Experience in managing teams, coordinating activities, and ensuring operational efficiency
- Ability to work collaboratively in organizational learning

**Interpersonal Skills**

- Strong relationship management and conflict resolution abilities
- Experience working with diverse stakeholders including customers, staff, management, and students

**Computer Literacy**

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Experienced with CRM systems and digital communication platforms

## **PERSONAL PARTICULARS**

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**Sex**

*Female*

**Home District**

*Balaka*

**Religion**

*Christian*

## **PROFESSIONAL DEVELOPMENT**

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- Ongoing pursuit of advanced pedagogical knowledge through Master's coursework
- Participation in workshops and training sessions on communication, customer service, and educational best practices
- Practical experience in corporate communication and organizational behavior

## **REFERENCES**

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**Mr. C. Shemu**, *National Head - Sales*, Airtel Malawi PLC  
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