**Lorraine S Makezhe**  
**Customer Service | Administration | Procurement Professional**  
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## Executive Summary

Motivated and service-oriented professional with over five years’ experience in **customer service**, **front desk administration**, and **procurement coordination**. Demonstrated success as a **first point of contact** in high-volume environments, with a track record of **resolving enquiries efficiently**, **managing reception operations**, and **coordinating requisitions**. Holds a **PMP certification** and is passionate about supporting **organisational operations** and delivering value with **integrity** and **attention to detail**.

## Work Experience

### Career Break

*Relocation to Jakarta, Indonesia*  
**March 2022 – January 2025**

* Completed **Project Management Professional (PMP)** certification with *above-target* performance in all domains.
* Gained knowledge in **procurement**, **communication**, **risk**, and **stakeholder management** through continuous learning.
* Co-authored an academic article on **Agile Project Management in Humanitarian Emergency Logistics**.
* Maintained professional engagement through membership in **PMI Global** and **PMI Zimbabwe Chapter**.

### Customer Service Officer

*Steward Bank Zimbabwe – Masvingo & Harare Branches*  
**March 2018 – February 2022**

* Handled over 100 **customer enquiries** daily as the **first point of contact**, maintaining a 90 %+ resolution rate within the first contact.
* Improved **customer satisfaction scores** by 25% by resolving service issues promptly and empathetically.
* Trained and mentored new staff on **customer service protocols**, improving **onboarding efficiency** and reducing complaints.
* Named **Employee of the Month** five times for achieving top **performance metrics**.
* Opened 1,200+ **customer accounts**, supporting **financial inclusion** and business growth.
* Delivered **100% cash accuracy** in **teller operations**, with zero variances over four years.
* Spearheaded the redesign of **customer query flow**, reducing **branch waiting times** by 30%.
* Participated in **CSR initiatives**, contributing to three successful outreach events impacting over 200 beneficiaries.

### Assistant Procurement Officer

*Masvingo City Council, Zimbabwe*  
**January 2016 – December 2016**

* Processed over 200 **procurement requests**, ensuring **100% compliance** with internal regulations.
* Improved **supplier turnaround time** by 15% through proactive vendor engagement and system tracking.
* Led **market research initiatives**, resulting in 10% **cost savings** via competitive price analysis.
* Drafted and maintained **accurate procurement records**, reducing **audit findings** to zero.
* Participated in five **supplier site visits**, strengthening **vendor accountability** and **contract compliance**.
* Supported over 150 **store units** and collaborated with 75+ **vendors**, enhancing **logistics coordination**.
* Conducted four **stock-takings** and **spot-checks**, achieving 95% **inventory accuracy**.
* Contributed to **tender evaluations**, recommending **best-value suppliers** aligned with procurement standards.

## Education

* **BSc (Hons) Supply Chain Management**, Chinhoyi University of Technology, Zimbabwe, 2017  
  *Class: 2.1*

## Professional Certifications

* **Project Management Professional (PMP)** – Project Management Institute, September 2022

## Skills

* **Customer Service** | **Reception & Front Desk Operations** | **Procurement & Stores Management**
* **Conflict Resolution** | **Reporting & Documentation** | **Bid & Market Analysis**
* **Time Management** | **Communication** | **Process Coordination** | **Event & Meeting Scheduling**

## Professional Memberships

* **Project Management Institute Global** – Member ID: 8261110
* **PMI Zimbabwe Chapter**