

TERENCE WATIPATSA KUNGADE

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✚ PERSONAL DETAILS

Gender: Male
Nationality: Malawian
Language: Fluent in English and Chichewa

✚ PROFILE

Results-driven Management Information Systems graduate with experience in ICT operations, digital service delivery, and client engagement. Skilled in managing portals, resolving technical issues, and delivering customer-focused support. Proven record of enhancing system reliability, achieving 100% accuracy in financial processes, and improving digital literacy among diverse users. Dedicated to leveraging digital tools and AI applications to streamline service delivery and improve investor experiences.

✚ ACADEMIC QUALIFICATIONS

- **Bachelor of Science in Management Information Systems** – Malawi College of Accountancy (2022)
- **Advanced Diploma in Computing and Information Systems (ABMA)** – Malawi University of Business and Applied Sciences, Continuing Education Centre (2019)
- **International General Certificate of Secondary Education (IGCSE)** – Joyce Banda Foundation (2013)

✚ WORK EXPERIENCE

1) 2025 February to Present --- Bank Teller at Ecobank Malawi (Limbe - Blantyre)

Key Responsibilities

- Processing customer transactions including deposits, withdrawals, cheque cashing, and money transfers with accuracy and efficiency.
- Counting, verifying, and balancing cash drawers at the start and end of each shift to maintain financial accuracy.
- Maintaining accurate transaction records and ensuring full compliance with internal controls and banking regulations.

Key Achievement

- Consistently maintaining 100% transaction accuracy and zero cash discrepancies for three consecutive quarters through strict adherence to financial procedures and customer service standards.

2) 2024 September to 2025 January --- ICT Teacher at Central High International School (Blantyre) Key Responsibilities

- Planned and delivered ICT lessons in line with the national and Cambridge curriculum standards.
- Stayed updated on emerging trends and innovations in information technology to enhance lesson content.
- Monitored student progress by administering assignments, quizzes, and formal assessments.

Key Achievement

- Achieved a 90% pass rate in end-of-term ICT exams by designing interactive lessons and providing individualized student support.

3) 2019 July to 2022 October --- ICT Officer at Business Centre (Blantyre) Key Responsibilities

- Managed and maintained the organization's IT systems, resolving hardware and software issues promptly.
- Implemented regular data backup and recovery protocols to safeguard business-critical information.
- Participated in planning and executing IT infrastructure upgrades, enhancing system reliability and security.
- Conducted training sessions for staff on digital tools and system usage, improving operational efficiency and digital literacy.

Key Achievement

- Reduced system downtime by 40% through proactive maintenance and user training initiatives.

PERSONAL AND TECHNICAL SKILLS

- Experienced in maintaining ICT systems, portals, and digital platforms with a focus on reliability and efficiency.
- Strong interpersonal skills, consistently delivering accurate and people-centred service in highpressure environments.
- Skilled in managing datasets, preparing dashboards, and ensuring data accuracy for decisionmaking.
- Familiar with ChatGPT, Canva, and other AI-driven solutions for content creation, communication, and knowledge management.
- Demonstrated ability to reduce downtime, streamline workflows, and resolve user challenges promptly.

CERTIFICATIONS

- Front End Development Libraries Certificate
- JavaScript Algorithms and Data Structures Certificate
- Responsive Web Design Certificate

REFEREES

Mrs. Zione Sadyalunda P.O. Box 1, Blantyre. Email: Sadyalunda@yahoo.com	Mr. Phillip Waluza Email: pwaluza@oldmutual.co.mw	The principal, Malawi University of Business and Applied Sciences
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