

PRUDENCE KAMANGALA MULENGA

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SUMMARY

Web Developer with a Bachelor's in Information Technology and a solid track record of delivering practical business solutions, including the development of a full payroll system. Currently pursuing a Master's in Data Science, enhancing my capabilities in data analysis, machine learning, and predictive modeling. Also working as a Logistician in an international logistics company, where I apply both technical and operational knowledge to streamline processes and support data-driven decision-making. Strong foundation in web technologies, data systems, and cross-functional collaboration.

EDUCATION

- **Masters of Data Science – ZCAS University, 2025 – On-going**
- **Bachelor of Information Technology – Zambia ICT College, 12/2021**
Qualification powered by the University of Zambia (UNZA)
- **Certificate of Professional Competence – ZCILT, 7/2024**
Qualification powered by Zambia Chartered Institute of Logistics and Transport (ZCILT)
- **Certificate of Monitoring & Evaluation – UNIDO (On-line)**

WORK EXPERIENCE

M&E DATA OPERATOR March 2020 – March 2021

Northern Technical College (UNIDO-**ZAMITA Project**) Ndola, Zambia

- Developed and implemented M&E frameworks and tools
- Conducted data analysis and provided insights for program improvement
- Collaborated with stakeholders to ensure program alignment with organizational goals
- Managed and analyzed data to support informed decision-making and project implementation.
- Collaborated with colleagues to identify trends and opportunities for improvement
- Set up zoom meetings and all technology involved
- Collaborated with program teams to ensure data-driven decision-making
- Ensured data accuracy and quality

LOGISTICS OFFICER 2023 – 2024

Sun-Line International Logistics, Chambishi Zambia

- Coordinated transportation, warehousing and inventory management activities for various shipments
- Streamlined logistics processes to minimize lead times and reduce costs.
- Developed strong knowledge of port regulations and compliance requirements for road freight, shipping and transport.
- Coordinated with customs clearance agents, freight forwarders and other stakeholders to ensure smooth clearance and delivery of shipments.

CUSTOMER SERVICE ASSISTANT 2024 – Ongoing
Sun-Line International Logistics, Chambishi Zambia

- Provided excellent customer service to clients, resolving issues and building strong relationships.
- Coordinated with internal teams to ensure seamless delivery of services.
- Developed strong communication and negotiation skills, with the ability to handle customer complaints and feedback.
- Built and maintained positive relationships with customers, suppliers, and internal stakeholders.

SKILLS

- **Sales and Marketing:** Proven ability to drive sales growth, build strong client relationships, and promote services.
- **Logistics and Supply Chain Management:** Strong knowledge of logistics operations, including transportation, warehousing, and inventory management.
- **Customer Service:** Excellent communication and negotiation skills, with the ability to handle customer complaints and feedback.
- **Team Management:** Proven ability to work effectively in a team environment and build strong relationships with colleagues and stakeholders.

REFEREES

Available upon request