

ALLAN SIABUNKULULU

CUSTOMER SERVICE MANAGER



CONTACT

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PROFILE

A seasoned Customer Experience (CX) professional with over 15 years of experience in the customer service industry, spanning 9 years in the telecom sector and 6 years in renewable energy, specifically within the Pay-As-You-Go (PAYG) solar space. My career has been driven by a deep passion for crafting exceptional customer experiences, leading and mentoring high-performing teams, and delivering measurable improvements in service delivery and customer satisfaction. I bring a strong skill set in customer service and retention, team leadership, process optimization, communication, stakeholder management, credit collections and recovery strategies, and data analysis using Excel and Microsoft Office tools. I thrive in mission-driven environments where customer insights directly shape product and service improvements. I am particularly energized by roles that allow me to use data to drive engagement, improve customer loyalty, and empower teams to deliver outstanding service, especially in rural and underserved markets.

SKILLS

- Customer service
- Credit collections
- Conflict management
- Performance evaluations
- Human and interpersonal skills
- Multi-tasking
- Complaint resolution
- Training and mentoring
- Metric tracking
- Ms office
- Inter-department collaboration

EXPERIENCE

Customer service manager | Kazang Solar Distributors

Mar 2022 - Present

- Led a customer service team of 22, which improved response times by 30% and significantly boosted customer satisfaction and retention rates.
- Developed and implemented a comprehensive training program for new hires, ensuring team members were well-equipped to handle customer inquiries effectively, which resulted in a more knowledgeable staff.
- Aided senior leadership during executive decision-making processes by generating daily reports that identified trends and recommended corrective actions, helping to enhance overall operational efficiency.
- Built strong partnerships with internal teams across sales, finance, and operations, which streamlined processes and improved overall team collaboration.
- Managed a department call volume of 1,000 calls per day, effectively coordinating schedules to maximize coverage during peak hours,

EDUCATION

American Embassy | Lusaka

Nov 2022

Website Design, Development & Management

University Of Zambia | Lusaka

Jan 2020

Research Methods and Data Analysis with SPPS

Zambia Forestry College | Kitwe

Dec 2009

Certificate In Forestry

LANGUAGES

- English
- Tonga
- Nyanja
- Bemba

ensuring that customer needs were always met promptly.

Credit Collections Supervisor | Kazang Solar Distributors

Feb 2019 – Mar 2022

- Supervised and coordinated daily activities of the collections team, helping to maintain a focused and productive work environment.
- Prepared and delivered performance reviews for all 13 collections agents, supporting their continuous improvement and contributing to overall team success.
- Investigated and assessed credit risks and collections, which enabled the team to make informed decisions and manage accounts more effectively.
- Scheduled team members to ensure full coverage of incoming and outgoing calls, helping us maintain high service levels and responsiveness to client needs.
- Recommended and implemented techniques to improve productivity and reduce costs, which led to more efficient operations within the department.
- Identified training needs and provided targeted training to clarify expectations for collections agents, helping them perform their roles more confidently and effectively.
- Negotiated with clients to collect outstanding balances in full, which improved cash flow and reduced the number of delinquent accounts.
- Processed payments and accurately applied them to customer balances, ensuring up-to-date records and customer satisfaction.
- Monitored accounts for compliance with established payment plans, flagging non-compliant accounts to take appropriate action and maintain accountability.
- Trained new team members on company scripts, services, and collection strategies, helping them integrate smoothly into the team and become productive quickly.
- Negotiated potential solutions with delinquent clients regarding payment options or foreclosure, which facilitated constructive conversations and aimed to resolve outstanding issues.

Backoffice Team Leader | ISON Zambia BPO

Jul 2018 – Jan 2019

- Monitored and recorded performance metrics for 40 agents, which ensured high service standards and fostered continuous improvement in delivery.
- Coordinated activities on social media and Airtel Money recovery desks, helping streamline communication and enhance customer engagement.
- Collaborated with compliance units to resolve regulatory complaints, which played a key role in maintaining our company's reputation and adherence to industry regulations.
- Applied critical thinking to break down complex problems, evaluate potential solutions, and make informed decisions that positively impacted the team.
- Identified issues and analyzed information effectively, providing practical solutions that significantly contributed to overall operational efficiency.

Credit Control Officer | Airtel Zambia

Mar 2016 – April 2018

- Chase overdue invoices by telephone, email and letter within agreed timelines
- Generated and mailed updated statements monthly and processed demand letters.
- Followed prescribed scripts and maintained a friendly but firm attitude with full knowledge of contractual requirements and legal remedies.

Customer Care Agent | Airtel Zambia

Jul 2010 – Mar 2016

- Answering customer inquiries and resolving issues
- Providing product or service information and support
- Handling customer complaints and feedback
- Processing orders, returns, and exchanges
- Upselling and cross-selling products or services
- Resolving technical issues or troubleshooting
- Escalating complex issues to senior call center agents or supervisors
- Maintaining accurate records and updating customer information
- Meeting customer satisfaction, and quality targets

REFEREES

1. Mr. Harry Chikwama, Kazang Solar Distributors
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