


# Curriculum vitae

## PERSONAL INFORMATION

### Nancy Minyoi Mulozi

 Tommilantie 1b A 18 A, Pori (Finland)

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## PERSONAL STATEMENT

I'm a self-motivated disciplined professional offering strong communication and quick thinking skills, works effectively in team's as well as independently in fast-paced environments. I bring with me vast experience in Accounting, Marketing, and Sales and Banking.

## WORK EXPERIENCE

01/06/2013–30/09/2016

### Relationship Manager

United Bank for Africa Zambia Ltd, Lusaka (Zambia)

- Aggressively market the bank's products to ensure favourable market response and optimum build-up of revenue.
- Drive collections in customer's accounts
- Ensure proper documentation throughout the credit application and process
- Sourcing for and monitoring of customer's tenured investment / facilities.
- Respond promptly and satisfactorily to customer's daily request and complaints.
- Prepare weekly and monthly statistics/performance reports for management use.
- Monitoring of the customer's main account regularly
- Reconcile all transactions on customer's accounts where and when necessary.
- Assist with the processing of customer's letters of credit and invisible transactions.
- Initiate and carry out recovery action on non-performing credits facilities
- Maintain comprehensive database of the customer's operational records including the existing and prospective customer data.
- E-Solutions Acquiring (POS, Internet Banking etc
- Perform other duties as assigned by the Head of Department

03/01/2013–30/06/2013

### Sales representative

DHL International Zambia, lusaka (Zambia)

- Achieve sales and customer service objectives
- Selling services and increased the profit margin
- Planning sales strategies
- Performing all administrative tasks as per guidelines to account opening
- Working as a liaison between management and customers
- Play an important role in defining key market segments
- Conducting reference and background checks for the organization
- Manage clients' staffing requirements

- Developing business relations with industry contacts for providing best customer services

## EDUCATION AND TRAINING

06/02/2008–11/05/2012

**Bachelors of Business Administration - Honours, Banking and Finance**

University of Namibia, Windhoek (Namibia)

- Project Management
- \_ Marketing Management
- Management Accounting
- \_ Management Information Systems
- \_ Banking and Finance
- \_ statistics
- Basic ICT
- Macro Economics

## PERSONAL SKILLS

Mother tongue(s) English

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Afrikaans	A1	A1	A1		A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
 Common European Framework of Reference for Languages

Communication skills

- Good communication skills gained through experience as a Sales and Relationship Manager
- Impeccable command of written and oral English
- Able to interact with different nationalities

Organisational / managerial skills

- Team Player
- Flexible
- Good organisational skills
- Self Solution driven

Job-related skills

- Business development skills
- Good interactions with clients
- sound knowledge of Banking processes and procedures
- sales knowledge

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Independent user	Basic user	Basic user	Basic user

Digital competences - Self-assessment grid

## ADDITIONAL INFORMATION

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### References

Hulda Marisa  
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United bank For Africa Zambia Ltd  
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