

Iback Lungu

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Professional Summary

An aspiring Data Scientist with a background in Mathematics and over 4 years of experience in sales, marketing, and platform support. I'm currently building data skills through the ALX Africa Data Science program, with hands-on training in Python, SQL, Power BI, Excel, and AWS. I aim to use data to find practical solutions to business challenges and help teams make smarter choices.

Key Skills

- Data Analytics & Visualization: Power BI, Excel and SQL.
- Sales & Marketing: Field sales, customer acquisition, POS solutions, promotional campaigns.
- Technical Support: Troubleshooting, website testing, ticket escalation and coordination.
- Communication & Collaboration: Interdepartmental coordination, client-facing interaction.
- Languages: Fluent in English, Nyanja, and Bemba.

Professional Experience

Trade Development Representative

Sankhulani Services (Zanaco POS) | Nov 2024 – July 2025

- Lead recruitment and activation of merchants in the designated territory.
- Maintain over 90% activity rate of merchants and ensure company materials are deployed to merchants.
- Handle first-line support issues and foster strong partner relations.

Platform Support Assistant

Bolabet Company Limited Zambia | Aug 2023 – Jan 2024

- Resolved platform issues and coordinated with network/game providers.
- Tested and approved transactions, ensuring platform integrity.
- Facilitated smooth operations through team-wide coordination.

General Trade Merchandiser (Team Lead)

Smollan (Coca-Cola Activation Project) | Feb 2023 – Aug 2023

- Optimized product visibility, executed market strategies, and led trade activities.
- Managed inventories and implemented promotional plans across outlets.

Field Sales Representative

Smollan (Stanbic Bank Project) | Mar 2021 – Feb 2023

- Top-performing sales representative in POS devices and loan products.
- Generated analytical reports and advised on market trends.
- Built strong customer relationships and resolved service issues.

Education

Bachelor of Science in Pure Mathematics
Copperbelt University | 2016 – 2020

Secondary Education
Chongwe Secondary School | 2012 – 2014

Professional Development

Currently enrolled in ALX Africa's Data Science Programme covering:

- Python programming for data analysis
- Advanced Excel for decision-making
- SQL for data extraction and manipulation
- Power BI for interactive dashboarding and reporting
- AWS fundamentals for cloud-based analytics
- Machine Learning

References

- Ms. Agnes Zulu – Supervisor, Stanbic Project, Smollan Company | Phone: +260971604009
- Mr. Winston – Project Coordinator, Stanbic Project, Smollan Company | Phone: +260979145494
- Mr. John Nyangu – Operations Manager, Coca-Cola Activation, Smollan Company | Phone: +260978603703
- Holland Mushiba – Field Manager, Sankhulani Services. +260773202628