

JACKSON MULENGA

ICT SPECIALIST | ENUMERATOR | BORDER SUPERVISOR | ICT TEACHER | DATA ANALYST

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Portfolio: <https://jack1000mu.github.io/JackJack-Technologies/>

Professional Summary

Versatile and results-driven ICT, Operations, and Public Sector professional with over three years of progressive experience in electoral systems support, border and customs operations, logistics, data collection, and government service in Zambia. Currently serving as a District Technical Support Officer at the Electoral Commission of Zambia, with proven expertise in technical system configuration, field operations support, data security, team supervision, and stakeholder coordination. Recognized for integrating technology with operational processes to improve efficiency, compliance, and service delivery across diverse institutional environments.

Key Competencies

- Proficient in Data Entry ICT Systems Support & Troubleshooting
- Operations & Team Supervision
- Border & Customs Operations (ASYCUDA World, ZRA Systems)
- Voter Registration & Electoral Technologies
- Data Collection Tools: SurveyCTO, KoboCollect, ODK
- Data Analysis & Reporting (SPSS, Advanced Excel)
- Microsoft Office (Excel, Word, PowerPoint, Access)
- Documentation, Compliance & Quality Control
- Stakeholder & Government Liaison
- Basic Networking & Web Design (HTML, CSS)
- Strong Communication, Initiative & Problem Solving

Education

- Bachelor's Degree in ICT with Education | Kwame Nkrumah University (Kabwe Institute of Technology) | 2020
- General Certificate of Education | Kawambwa Technical Secondary School | 2014

Certifications

- ZRA Customs Appreciation Certificate | Atingi/ZRA | June 2025
- Cisco Networking Academy: Introduction to Data Science | SMART Zambia Institute | **June 2025**
- ZCILT (Zambia Chartered Institute of Logistics and Transport) Certificate in Transport & Logistics | **2025**
- Cisco Networking Academy: Introduction to Cybersecurity | SMART Zambia Institute | **June 2025**

Work Experience

District Technical Support Officer| Electoral Commission of Zambia | 06/10/2025- Present

- **Voter Registration Kit (VRK) Management and Configuration:** Set up, configure, and maintain all voter registration equipment, ensuring that each kit is fully operational before deployment
- **Technical Support and Troubleshooting :**Provide on-site and remote technical assistance to Assistant Voter Registration Officers (AROFs) and field teams, diagnosing and resolving software, hardware, and printer issues
- **Data Backup and Security :**Perform regular data exports and secure backups to prevent data loss, ensuring the integrity and confidentiality of voter registration information.
- **Monitoring and Reporting :**Monitor system performance and field operations, compile daily or weekly technical reports, and provide updates to the District Electoral Officer (DEO) and ECZ Headquarters.

Branch Supervisor | ConnexAfrica Zambia | 01/05/2025- 30/09/2025

- Supervise daily border operations, ensuring smooth flow of documentation and compliance with customs regulations.
- Coordinate with ZRA officers to monitor release of transit documents and clearances.
- Oversee team activities including acquittals, physical inspections, and stakeholder communication.

Clearing Agent Clerk | ConnexAfrica Zambia – Logistics and Clearing Agent | 10/07/2024 - 30/04/2025

- Registered RITs and RIBs in ASYCUDA World for customs processing.
- Facilitated customs clearance and liaised with transporters and customs officers.
- Conducted inspections and reconciled transit documentation.

Assessor/Data Collector | Centre for Promotion of Literacy in Sub-Saharan Africa (CAPOLSA-UNZA) | 27/04/2024 - 30/06/2024

- Conducted midline research under the Catch Up/TARL-Africa project.
- Interviewed teachers and pupils in selected schools and analyzed learning progress.

**International Trade Assistant | Sinoma International Engineering Company Ltd |
10/11/2023 - 10/04/2024**

- Processed purchase orders, export documents, and maintained customer records.
- Managed pre-alert documentation and data visualization for sales.
- Managed backups and organized sensitive documentation.

Field Officer | Innovation for Poverty Action (IPA) | 25/06/2023 - 30/08/2023

- Collected and verified household-level data using digital tools.
- Conducted interviews, FGDs, and submitted accurate reports.

Enumerator | IPA Zambia | 12/08/2022 - 20/10/2022

- Carried out household interviews and data validation using tablets.

Internet Cafe Manager | Snr Technologies, Ndola | 01/11/2021 - 30/06/2022

- Managed online services, tax filings, and ICT support for clients.

Referees

- Ms Emma Namakando | Operations Officer, ConnexAfrica Zambia – Ndola | chingola@connexafrica.com | +26 0977709442
- Ms. Daisy Kandyata | Senior Field Manager, IPA Zambia | dkandyata@poverty-action.org | +26 097 6495493
- Dr. Mooya Haatembo | Director, CAPOLSA-UNZA | +260 977 41

