

JUMA PHIRI

IT & Database Specialist

Lusaka, Zambia • +260 973 617 877 | +260 965689043.
jumahphiri44@gmail.com | www.linkedin.com/in/Jumah-phiri

PROFESSIONAL SUMMARY

Detail-oriented and results-driven IT & Database Specialist with proven experience in data entry, database administration, and IT support. Skilled in managing, securing, and optimizing data systems to ensure accuracy, efficiency, and confidentiality. Holds a Diploma in Computer Studies from Evelyn Hone College with hands-on expertise in Microsoft Office, Google Workspace, and database tools. Demonstrates strong organizational skills, problem-solving ability, and a commitment to continuous learning. Adept at supporting administrative and digital operations to achieve business goals with precision and reliability.

CORE COMPETENCIES AND SKILLS

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| • Database Administration & Maintenance | • Microsoft Office (Word, Excel, Outlook) | • Document Formatting & File Management |
| • Data Entry, Reporting & Verification | • Google Workspace (Docs, Sheets, Drive) | • Data Accuracy & Quality Assurance |
| • IT Support & Troubleshooting | • Internet Research & Information Management | • Team Collaboration & Communication |

PROFESSIONAL EXPERIENCE

WORLD VERSION INTERNET CAFÉ, Lusaka — Data Entry Clerk (02-2025 – present)

- Accurately entered and managed large volumes of customer and business data.
- Performed internet research and compiled information as needed.
- Delivered excellent customer service, ensuring smooth daily operations and client satisfaction.

ZAMBEZI BERRY COMPANY, Lusaka — Database Administrator (08-2024 to 02-2025)

- Designed, implemented, and maintained company databases to ensure data accuracy and security.
- Monitored performance, optimized queries, and conducted backups to safeguard business data.
- Generated reports to support management decision-making.
- Streamlined data workflows and improved record-keeping efficiency.

ACHIEVEMENTS

- Developed and implemented a Blood Donor Management System, improving efficiency in donor record-keeping and data accessibility.
- Designed and deployed an E-commerce platform (ZedMarket), enabling online transactions, product listings, and user management.
- Improved database accuracy and workflow efficiency by optimizing data entry and reporting processes.

- Supported organizational IT operations with strong troubleshooting, ensuring minimal downtime and reliable systems performance.

EDUCATION

- Diploma in Computer Studies, Evelyn Hone College. 01/2022 – 12/ 2024
- Grade 12 School Certificate, Mejocama Catholic School. 01/2018 – 12/2020

CERTIFICATIONS & LICENSES

- Passport
- Google Digital Skills & Entrepreneurship
- Microsoft Word (Evelyn Hone College)
- Basic Networking & Cisco Packet Tracer (Evelyn Hone College)
- Certificate in Computer Studies. Technical Education, Vocational and Entrepreneurship Training Authority (Teveta)
- Advanced Certificate in Computer Studies. Examination Council of Zambian (ECZ)

TRAINING AND PROFESSIONAL DEVELOPMENT

- Database Management and Administration (Evelyn Hone College Projects)
- E-commerce Website Development (ZedMarket Project)
- Blood Donor Management System (Final year Project)
- Digital Skills and Entrepreneurship — Google Skills
- Microsoft Word — Evelyn Hone College

LEADERSHIP AND COMMUNITY DEVELOPMENT

- Volunteer, IT Support for Community Projects 12/2024 - Present
- Volunteer, Polling Station Agent. Electoral Commission of Zambia (ECZ). 12/08/2021

REFERENCES

- Available upon request