CURRICULUM VITAE

Rowland Banda

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My portofolio: https://kotalkahn-jpg.github.io/rowland-journey/

PERSONAL DETAILS

Surname	*:*	Banda
Other names	:	Rowland Richard
Date of birth	:	10th August 2002
Gender	:	Male
Marital status	:	Single
Place of birth	:	Blantyre, Malawi
Nationality	:	Malawian
Village	:	Mfutso
T/A	:	Kachere
District	:	Dedza
Denomination	:	CCAP
Languages	:	English, Chichewa

KEY COMPETENCES

- ❖ Communication and Presentation Skills
- ❖ Inter-relationship Skills
- ❖ Social and Reputation Skills
- ❖ Analytical Skills
- ❖ Ethics and Integrity
- ❖ Creativity Skills

SKILLS PROFICIENT IT

- **Full-Stack Web Development:** Proficient in PHP, JavaScript, HTML/CSS, and modern frameworks.

- **Database Design & Administration:** Strong in MySQL, PostgreSQL, and SQL Server with 5+ years of experience.

- **Artificial Intelligence & Intelligent Systems Integration:** Experienced in designing and integrating AI-powered systems.

- **System Analysis & Business Process Automation:** Adept at analyzing business needs and transforming them into technical solutions.

- **API Development & Third-Party Integration:** Competent in building RESTful APIs and integrating payment gateways.

- **Problem Solving & Debugging:** Proven ability to quickly identify and resolve software bugs and performance bottlenecks.

- **DevOps & Version Control:** Familiar with Git, GitHub/GitLab, Docker, and Linux-based server deployment.

- **Documentation, Training & AI Ethics Awareness:** Capable of producing clear technical documentation and user manuals.

ACADAMIC QUALIFICATION

2017-2018

Institutions   PACT Secondary School

Malawi School Certificate of Education

SUBJECTS PASSED

- ❖ English
- ❖ Biology
- ❖ Geography
- ❖ Mathematics
- ❖ History
- ❖ Physical Science
- ❖ Computer Science
- ❖ Life Skills

PROFESSIONAL QUALIFICATION

BACHOLORS DEGREE IN COMPUTING INFORMATION SYSTEMS (NACIT)

Institution: NACIT, Blantyre
Duration: August 13, 2022 - April 10, 2023
Board: University of Greenwich

SUBJECTS COVERED

- ❖ Human-Computer Interactions
- ❖ Information Content Management
- ❖ Oracle Database Development
- ❖ Requirements Analysis
- ❖ Final Project

ADVANCED DIPLOMA IN COMPUTING (NACIT)

Institution: NACIT, Blantyre
Duration: July 2021 - June 2022
Board: University of Greenwich

SUBJECTS COVERED

- ❖ Dynamic Website

- ❖ Information Systems Analysis

- ❖ Analysis, Design, and Implementation

- ❖ Network Security and Cryptography

- ❖ Database Design and Development

- ❖ Final Project

- ❖

DIPLOMA IN COMPUTING (NACIT)

Institution: NACIT, Blantyre
Duration: April 2019 - March 2020
Board: NCC Education

SUBJECTS COVERED

- ❖ Skills for Computing

- ❖ Computer Systems

- ❖ Software Development Techniques

- ❖ Database Development

- ❖ Computer Networks

- ❖ Designing and Development of Object-Oriented Programming

- ❖ Office Software Development

- ❖ Designing and Development of Websites

WORKING EXPERIENCE

Research Analyst and Quality Analyst
Progressive Malawi, Lilongwe, Area 4
May 2025 – July 2025

DUTIES AND RESPONSIBILITIES

- ❖ Transcribed audio and video materials from Chichewa to English with high accuracy for surveys and research.

- ❖ Cleaned, validated, and formatted large datasets to ensure consistency, accuracy, and readiness for analysis and reporting.

- ❖ Analyzed customer interaction and feedback data to identify trends and support quality assurance improvements.

- ❖ Supported data entry and verification tasks, ensuring the integrity of collected data.

- ❖ Collaborated with call center supervisors and technical teams to optimize workflow processes and improve data handling practices.

- ❖ Maintained confidentiality and compliance with data privacy standards while handling sensitive information.

ACHIEVEMENTS

- ❖ Achieved a 98% accuracy rate in transcription tasks, contributing to improved turnaround times.

- ❖ Successfully cleaned and prepared over 2000 rows of raw data for critical project reports, identifying and correcting data anomalies.

- ❖ Played a key role in localizing communication material for clients by accurately translating culturally sensitive content.

- ❖ Recognized by supervisors for speed, efficiency, and reliability in managing multilingual transcription under tight deadlines.

Internship at CENTENARY BANK September 2023- November 2024
SYSTEMS ANAYLST
DUTIES AND RESPONSIBILITIES

❖ Designing and developing requested software

❖ Evaluating the practicality and cost-effectiveness of potential IT projects through meticulous feasibility studies

❖ Proposing and designing innovative IT solutions that align with the organization's overarching goals

❖ Developing comprehensive system architecture diagrams, intricate data flow charts, and user interfaces to meet corporate objectives

❖ Troubleshooting relevant software issues

❖ Monitoring the performance of internal systems

❖ Gathering and evaluating user feedback

❖ Conducting and analyzing system requirements to meet user needs

❖ Upholding rigorous quality assurance standards for IT solutions

ACHIEVEMENTS

❖ Helped the team through different aspects of software development

❖ Developed a data set tracking system under specified functionality

❖ Leveraged data analysis skills to provide data-driven insights and recommendations that supported strategic decisions, contributing to the organization's competitive advantage

❖ Created informative data visualizations and reports using tools like Power BI and Tableau, enhancing data communication and facilitating informed decision-making

❖ Created informative data visualizations and reports using tools such as Google Data Studio and BIRT (Business Intelligence and Reporting Tools), enhancing data communication and facilitating informed decision-making

❖ Demonstrated exceptional problem-solving skills and attention to detail when resolving data-related challenges, minimizing disruptions to IT projects and operations

Permanent Job at Rec Investments and Construction

DATABASE ADMINISTRATOR April 2020-June 2021

DUTIES AND RESPONSIBILITIES

- ❖ Working with developers to optimize database queries and performance
- ❖ Assisting system administrators in managing database servers
- ❖ Designing and setting up databases to meet business needs
- ❖ Configuring database management systems (DBMS) such as MySQL, PostgreSQL, SQL Server, or Oracle
- ❖ Implementing security measures to protect data from breaches and unauthorized access
- ❖ Setting up backup and disaster recovery plans to prevent data loss
- ❖ Monitoring database performance and troubleshooting slow queries
- ❖ Optimizing indexes, queries, and storage to enhance efficiency
- ❖ Creating and managing user roles and permissions
- ❖ Controlling access to sensitive information

ACHIEVEMENTS

- ❖ Improved query execution speed through indexing, query tuning, and optimization techniques, leading to faster application response times
- ❖ Reduced database storage costs by implementing data archiving and compression strategies
- ❖ Strengthened database security by implementing encryption, role-based access controls, and multi-factor authentication
- ❖ Ensured compliance with data protection regulations such as GDPR, HIPAA, and PCI DSS by implementing strict security and audit measures
- ❖ Reduced database downtime by optimizing backup and recovery strategies
- ❖ Integrated databases across multiple platforms, improving data accessibility and operational efficiency
- ❖ Automated database monitoring and maintenance tasks, reducing manual workload
- ❖ Developed SQL scripts to automate data validation and cleanup, improving data integrity

Temporary job at Malawi Electoral Commission

[Post: Biometric Voter Registration Kit Operator (BVRKO) 2018- 2019]

DUTIES AND RESPONSIBILITIES

- ❖ Registering voters through scanning national ID cards
- ❖ Providing statistics for daily registration
- ❖ Securing BVRK equipment
- ❖ Collaborating with election officials and other officers to ensure smooth and efficient voter registration processes
- ❖ Reporting faults and incidents occurring at the registration center
- ❖ Ensuring the accuracy and integrity of the voter registration data captured
- ❖ Troubleshooting and resolving any technical issues that may arise with the biometric voter registration equipment
- ❖ Adhering to relevant laws, regulations, and ethical standards governing voter registration processes and the handling of voter data

ACHIEVEMENTS

- ❖ Helped the organization conduct free and fair elections
- ❖ Gained knowledge on how elections are conducted
- ❖ Successfully registered a high number of voters while working in a challenging environment
- ❖ Honed communication skills through interactions with voters and election officials, ensuring clarity and efficiency during the registration process
- ❖ Received positive feedback from officers and fellow acquaintances, indicating high levels of satisfaction with work and services

ACCOMPISHMENTS, HOBBIES AND ADDITION INFORMATION

Accompishments

- **AI-Integrated ERP Customization (Frappe/ERPNext):** Customized the ERPNext system to embed a virtual assistant for banking tasks.

- **LLM Personalization - Remodeling Anything LLM:** Transformed the Anything LLM platform into a domain-specific AI assistant.

- **End-to-End E-Commerce System Setup:** Customized a PHP-based e-commerce platform with distinct admin and user interfaces.

Hobbies

- Reading historical content

- Watching documentaries and TV

- Listening to music

- Researching STEM advancements in Information Technology

- Maintaining relationships

REFEREES

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