

GORDON MUYUNDA MWANALUSHI

gordonmwanalushi@gmail.com | www.linkedin.com/in/gordon-muyunda-mwanalushi | +260 950 580780

SUMMARY

Operations professional with vast experience in retail banking and operations management. Motivated leader and big picture thinker with top notch managerial and organisational skills. Strategic and disruptive thinker and results driven, dedicated to achieving high levels of customer service, aggressive business goals and high quality social impact deliverables. Agile, resilient, nimble, systems thinker and driven for operational excellence, with an uncompromising attitude to get things done. **For me, impossible is only a challenge!!** Interests and passion include farming, agri-business, social impact and development, humanitarian aid, climate change, renewable energy and sustainable green technologies.

SKILLS

Strategy | Project Management | Risk Management | Self-Management | Business & Data Analysis | Negotiation | Critical Thinking | Problem-Solving | Emotional Intelligence | Coaching & Mentoring | Leadership | People Development | Communication | Interpersonal Skills | Customer Service | Creativity & Innovation | Solutions-Focused | Financial Management | Relationship Management | Operations Management | Self-Driven | Digital Transformation | Change Management | Adaptability | Process Oriented & Adaptable | Data Savvy | Execution Oriented | Business Development | Contract Management | Data Visualization |

EDUCATION

ST. GEORGE'S BRITISH INTERNATIONAL SCHOOL - ROME, ITALY

🚩 General Certificate of Secondary Education (GCSE)

ZAMBIA INSTITUTE OF MANAGEMENT (ZAMIM)

🚩 Association of Accounting Technicians (AAT) - Preliminary Examination

MANAGEMENT COLLEGE OF SOUTHERN AFRICA (MANCOSA)

🚩 Bachelor of Business Administration (BBA)

EXPERIENCE

FIRST NATIONAL BANK ZAMBIA

01/2017 - 04/2019

Senior Operations Manager

- Supporting the Chief Operations Officer with day to day bank-wide operations.
- Cash Centre Operations, Banking Operations and Operations Processing Centre.
- Development of operational business strategies. Business process optimisation, operational efficiencies and bank-wide operational excellence.
- Development of operational guidelines in line with risk parameters. Building strong relationships with internal and external industry stakeholders.
- Translating, cascading and executing business strategies into day to day deliverables. Analyzing effectiveness of processes and systems and effecting improvement changes, or recommending automation where necessary.
- Optimised costs to contribute to productivity and proficiency of central fulfilment operations.
- Optimized organisational systems to boost efficiency and keep operations scalable and agile for changing business demands.

FIRST NATIONAL BANK ZAMBIA

01/2016 - 12/2016

Operations Manager

- Supporting the COO with day to day bank wide operations.
- Monitoring daily centralized operations to ensure free flow processes and supervising the execution of daily tasks.

- Providing mentorship to members of the operations team by observing their daily tasks, assisting in solving complicated issues arising from errors in operations and evaluating reports to check for errors, risks and potential fraud.
- Devised processes to boost long term business success and increase profit levels.
- Collaborated with process owners to re-engineer procedures, devised best practices and corrected adverse audit findings.
- Formulated processes to improve support to bank segments, resulting in reduction of downtime and financial risk.

FIRST NATIONAL BANK ZAMBIA

03/2013 - 12/2015

Operations Process & Risk Manager

- Conducting process & risk view audits of branches.
- Updating of business process guidelines and standard operating procedures.
- Training of branch banking staff & tracking of management remedial actions for adverse audit findings.
- Quickly learned new skills and applied them to daily tasks, to improve efficiency and productivity.
- Prepared variety of different written communications, reports and documents to ensure smooth flow of operations.

FIRST NATIONAL BANK ZAMBIA

07/2012 - 06/2013

Branch Manager

- Branch operations, physical security, and control of all branch assets.
- Sales of financial products and deposit mobilisation. Customer service excellence and client relationship management.
- Reviewing staff performance against balance scorecard components. Staff training, coaching and development.
- Performing sales calls to facilitate branch business and participate in all sales meetings and events and ensure effective penetration of region to increase revenue and profitability.
- Created disruptive strategies to develop, maintain and expand existing customer base, resulting in increased annual sales and profitability.

FIRST NATIONAL BANK ZAMBIA

01/2010 - 06/2012

Branch Administrator

- Branch protection, security and human capital administration.
- Risk and compliance management, ATM and cash management.
- Branch operations.

FIRST NATIONAL BANK ZAMBIA

01/2009 - 12/2009

Teller Coordinator

- Cash management, branch teller/cashier supervision and development.
- Cash Centre & customer service operations.

ZAMBIA NATIONAL COMMERCIAL BANK

02/1998 - 12/2008

Teller & Supervisor

- Teller/Cashier duties, customer service, cash operations and cheque clearing.
- Sales and service, loans and advances, back office operations and payments

AWARDS & TRAINING

2012 - Top 5 FNB performer's incentive rewards trip to Botswana
2012 - New Managers Development Programme (University of Stellenbosch & FNB Zambia)
2013 - Top 5 FNB performer's incentive rewards trip to Singapore and Indonesia
2013 - Coaching & Mentoring Certificate (Tremendous Learning CC)
2013 - Wining Business & Closing Deals (Culhane Consulting)
2013 - Celebrating 5 years of FNB Operations Recognition Award (FNB Zambia)
2013 - Fraud Prevention & Anti-Money Laundering (Bank of Zambia)
2015 - Branch Administrators "Train the Trainer" Gaborone, Botswana
2016 - Investment in Excellence Training (The Pacific Institute)
2016 - Commercial Credit Process Training (FNB Credit Academy)
2016 - Best Practice Spread Sheet Modelling Level 1 (Celsoft Global)
2016 - Best Practice Spread Sheet Modelling Level 2 (Celsoft Global)
2018 - Finance for Non-Finance Managers (Celsoft Global)
2019 - Project Management for Non-Project Managers (FNB Zambia)

INTERESTS

Social impact & development | Humanitarian Aid | Climate Change | Renewable Energy

LANGUAGES

English – Excellent | **Italian** – Average | **French** – Basic

REFERENCES

Mr. Brian Mwembela | First National Bank Zambia | **Branch Manager** | +260 971 258861
Brian.Mwembela@fnbzambia.co.zm

Mr. Anthony Yambayamba | Thornhill Boarding & Day School | **Principal** | +260 977 760428
ayambayamba@yahoo.com

Mr. Anthony Kapembwa | Armaguard Security Limited | **Cash Operations Director** |
+260 971 253342 | AnthonyK@armaguard.co.zm
