

# CURRICULUM VITAE FOR JOSEPH JERE

Joseph Jere  
Beehive Center for Social Enterprise  
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## PERSONAL INFORMATION

Full name	: Joseph Jere
Date of birth	: 29 <sup>th</sup> June, 1993
Gender	: Male
Nationality	: Malawian
Marital Status	: Single
Religion	: Christianity
Languages	: English and Chichewa
Availability	: Now available

## PERSONAL STATEMENT (PROFILE)

Customer service and operations professional with over 5 years of cross-sector experience in financial services, telecoms, ICT, and business development. Demonstrated success in handling inbound and outbound customer communication, resolving service issues, processing transactions, and maintaining accurate customer records. At **Airtel Malawi**, supported enterprise clients by managing queries, processing payments, and maintaining account accuracy. At **FINCA**, handled customer onboarding, loan processing, and system posting. Currently serving as an **ICT Workshop Supervisor** at Beehive, leading a technical support team and ensuring service efficiency. Fluent in **English and Chichewa**, with strong communication, reporting, and CRM/data logging skills. Currently pursuing a **Bachelor of Science in Business Administration**, and holds a **Diploma in Business Management (ABE)** and an **MSCE**.

## CAREER HISTORY, EXPERIENCES AND ACHIEVEMENTS

### **ICT Workshop Supervisor | Beehive Center for Social Enterprise | January 2021 – Currently**

- Oversee daily operations of the ICT workshop ensuring efficient service delivery and high-quality technical support.
- Supervise and mentor a team of ICT technicians and interns, managing performance and training.
- Manage inventory of ICT tools and parts, coordinating procurement and maintenance.
- Deliver hands-on training to junior staff, enhancing technical skills and operational best practices.
- Ensure compliance with health, safety, and quality standards.

### **Enterprise Cashier / Corporate Customer Service Assistant | Airtel Malawi Limited | January 2020 – December 2020**

- Promoted Airtel corporate packages and handled customer inquiries on broadband and postpaid services.
- Processed contract requests, invoice issuance, and payment receipting for postpaid and broadband services.
- Posted payments and managed customer ledger accounts, ensuring accuracy in financial records.

- Processed refunds and dishonored cheque reversals promptly, resolving client issues efficiently.

**Business Development Officer | TECNO Mobile Malawi Limited | October 2018 – December 2019**

- Conducted market research to identify new business opportunities and support TECNO brand growth.
- Developed and implemented business strategies alongside marketing teams.
- Onboarded and supported retail dealers, ensuring proper branding and promotional material availability.
- Set sales targets, monitored trends, and managed operational budgets for retail and dealer outlets.

**Bank Operations Officer | FINCA Malawi Limited | April 2016 – August 2018**

- Promoted FINCA products and services, registering customers and ensuring compliance with KYC procedures.
- Assisted in credit and risk assessments, reviewed loan applications for completeness, and processed loan disbursements.
- Managed teller transactions and posted third-party bank slips, maintaining accurate financial records.
- Supported loan officers in tracking delinquent accounts and prepared daily audit trail reports.

**Game Center Manager | Premier Bet Malawi Limited | March 2015 – March 2016**

- Managed daily operations of the game center, supervising staff and ensuring excellent customer service.
- Oversaw cash handling, reconciliations, and financial reporting.
- Implemented marketing promotions to drive customer engagement.
- Maintained compliance with company policies and resolved customer issues promptly.

**EDUCATION BACKGROUND**

**Bachelors of Science in Business Administration**

*University of the People- USA (ODL)*

***Period: Jan 2023 – Dec 2026***

- Covered core business disciplines including management, marketing, finance, and operations.
- Developed strategic decision-making, leadership, and analytical skills.

**Diploma in Business Management (ABE)**

*University of the People- USA (ODL)*

***Period: Jan 2012 – Dec 2012***

- Focused on practical business management skills, including human resources, marketing, and finance.
- Emphasized problem-solving, communication, and organizational capabilities.
- **Malawi School Certificate of Education** – Namitete Secondary School – 2010

## **TRAININGS ATTENDED AND FURTHER QUALIFICATIONS**

- i. Customer Service and Customer experience – FINCA Malawi
- ii. Anti-Money Laundering - FINCA Malawi
- iii. Information security awareness - FINCA Malawi
- iv. Orbit R banking system (Neptune) – FINCA Malawi
- v. Ipacs Mobile Solutions – Airtel Malawi
- vi. Electronic Medical Data Reporting (EMR) - Baylor College of Medicine
- vii. Data collection and reporting with Survey CTO - Baylor College of Medicine

## **SKILLS**

- Operations Management & Supervision
- Financial & Cash Management
- Customer Service & Relationship Management
- Compliance (FICA, AML) & Risk Assessment
- Team Leadership & Staff Development
- Business Development & Market Research
- Reporting & Data Analysis
- ICT Equipment Maintenance & Training
- Strategic Planning & Problem Solving

## **PERSONAL ATTRIBUTES**

- Self-motivated, Self-starter and team player
- Excellent negotiation, presentation, communication and interpersonal skills – both oral and writing
- Excellent organizational, time management skills and ability to multi-task and prioritize work
- Problem solving skills using a methodical and organized approach

## **REFEREES**

### **1. Mr. William Manda**

The Information Technology Instructor  
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### **2. Mr. Veston Kambalame**

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### **3. Mr. Andrew**

#### **Mkhwimba**

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