

MUSADABWE MBEWE

📍 44 Konde Street, Libala Stage 3 | ✉ mbewemu@gmail.com | ☎ +260 966 700 965

📅 **Date of Birth:** 21 December 1995

PROFESSIONAL SUMMARY

Customer Service and Sales Specialist with over 5 years of experience in the telecommunications and banking sectors. Proven ability to drive customer satisfaction, revenue growth, and operational efficiency. Skilled in team leadership, problem resolution, upselling, and credit control. Adept at working in fast paced, customer facing environments with a focus on digital interactions, E-commerce and CRM systems. Holder of Bachelor of Arts in Economics and MBA in Finance.

PROFESSIONAL EXPERIENCE

DASH COURIERS – MULTICHOICE ZAMBIA (*March 2021 – Present*)

Customer Service Representative (Team Leader)

- Leading a team of 10+ representatives, improving service efficiency and reducing complaint resolution time by 30%.
- Achieved a 92% customer satisfaction rating, exceeding the company's benchmark.
- Increased upselling and cross-selling conversion rates by 25% through effective rapport building and needs analysis.
- Successfully retained high value customers, reducing churn by 15% within six months.
- Monitored DStv/GOtv business accounts, improving credit recovery rates by 20%.

ISON BPO ZAMBIA – MULTICHOICE ZAMBIA (*February 2020 – March 2021*)

Customer Service Representative

- Handled an average of 80+ calls daily, resolving 90% of issues on first contact.
- Improved digital interaction response times by 40%, enhancing overall customer experience.
- Assisted in training new hires, leading to a 15% improvement in onboarding efficiency.

STANBIC BANK ZAMBIA LIMITED (*January 2014 – August 2014*)

Workplace Banking – Sales Consultant

- Developed a pipeline of 100+ potential high-value clients, boosting banking product sales by 20%.
 - Increased client retention through tailored financial product recommendations.
 - Exceeded monthly sales targets by 15% on average.
-

EDUCATION

University of Lusaka (January 2023 – December 2024)
MBA in Finance

University of Zambia (October 2014 – December 2019)
BA in Economics with Development Studies

KEY SKILLS & COMPETENCIES

- ☑ **Customer Service Excellence** – Proven ability to maintain high customer satisfaction ratings and resolve complex issues.
 - ☑ **Sales & Business Development** – Strong track record in upselling, cross-selling, and meeting revenue targets.
 - ☑ **Leadership & Team Management** – Experience in training and leading teams to exceed performance benchmarks.
 - ☑ **Digital Interaction & CRM Management** – Proficient in CRM tools, data-driven customer engagement, E-Commerce and digital service troubleshooting.
 - ☑ **Credit Control & Debt Recovery** – Experience in managing business accounts and improving credit recovery rates.
 - ☑ **Problem Resolution & Conflict Management** – Skilled at handling customer grievances with professionalism and efficiency.
 - ☑ **Analytical & Financial Acumen** – Strong understanding of finance, economics, and data analysis for business growth.
 - ☑ **Proficient** in MS Packages/ Google Suite and Video Conferencing tools.
-

REFERENCES

Miss Masiliso Ngenda

Contact Center Supervisor, MultiChoice Zambia

✉ masiliso.ngenda@zm.multichoice.com / Masi89mich@gmail.com | ☎ +260 965 671 616/ +260 770 044 524

Mrs Gift Nachilombe Phiri

Contact Center Supervisor, MultiChoice Zambia

✉ gift.nachilombe@zm.multichoice.com / giftfraxonsn@gmail.com | ☎ +260 979 716 352 /+260 766 423 427

Miss Musiyalike Amulomba

Sector Head -Transport and Logistics (Corporate Investment Banking), Access Bank Zambia

✉ amulombam@accessbankplc.com / msiame84@gmail.com | ☎ +260 962 867 459