MAPALO SAMPA

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PROFESSIONAL PROFILE

- A motivated, reliable and customer-oriented individual with experience in sales, customer service and mobile money agency operations. Possesses practical knowledge of handling customer transactions, assisting clients, promoting products and maintaining professional customer relationships. A quick learner with good communication skills, integrity and the ability to work effectively in a team or independently. Eager to contribute to organisational growth while developing professional skills

CAREER OBJECTIVE

To secure a position in a reputable organisation where I can utilise my sales, customer service and mobile money agency experience to deliver excellent service, support business operations and contribute positively to organisational success

KEY SKILLS AND COMPETENCIES

- Sales and marketing
- Customer service and client relations
- Mobile money transactions
- Cash handling and accountability
- Communication and interpersonal skills
- Problem-solving abilities
- Teamwork and collaboration
- Time management and organisation
- Attention to detail
- Ability to learn quickly

WORK EXPERIENCE

- **TM Mobile** 2024 - 2025
  Sales Lady
  Key Responsibilities:
  - Assisted customers with product inquiries and purchases.
  - Promoted products and services to prospective customers.
  - Provided professional customer service and handled customer concerns.
  - Maintained positive relationships with customers.
  - Supported daily sales activities and business operations

- **TM Mobile** 2024 - 2025
  Agent Teller
  Key Responsibilities:
  - Processed mobile money deposits and withdrawals.
  - Assisted customers with mobile money transactions.
  - Ensured accurate handling and recording of financial transactions.
  - Maintained confidentiality and handled customer information responsibly.
  - Provided guidance to customers on mobile money services.
  - Maintained professionalism and accountability when handling cash

EDUCATIONAL BACKGROUND

- **Libala Secondary School**
  Grade Twelve
  School Certificate

PERSONAL INTERESTS

- Reading books

- Listening to music.

PERSONAL DETAILS

- Date of Birth : 3 January 2007
- Nationality : Zambian
- NRC Number : 231747/09/1

REFERENCES

- **Bright Chimuka - GS Auto Repairers**
  Boss
  +260 771 683 396
- **Givers Mukumbi**
  Church Leader
  +260 975 982 898
- **Emmanuel Moyo - TM Mobile**
  Supervisor
  +260 776 048 059