NAOMI MUTALE

Development Specialist & Public Administrator

CONTACT

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Kamwala South, Lusaka, Zambia

PERSONAL INFORMATION

- Nationality: Zambian
- NRC Number: 432194/16/1
- Gender: Female
- Date of Birth: 19th November 2000
- Civil Status: Single

EDUCATION

University of Zambia (UNZA) | Lusaka, Zambia
Bachelor of Arts in Development Studies and Public Administration
Graduated: May 23, 2025

The University of Zambia (UNZA) | Lusaka, Zambia
Certificate in Project Management and Planning
Awarded: 2024

Bwacha Secondary School | Kabwe, Zambia
Grade 12 School Certificate (5 O-Levels)
Completed: 2018

PROFILE

A dedicated and highly motivated professional with a dual-major background in Development Studies and Public Administration from the University of Zambia. I bring a solid academic foundation in project coordination, community engagement, and administrative management. With proven leadership experience as a Shift Manager in the fast-paced food service industry and as a student representative, I am adept at managing diverse teams, solving complex problems, and maintaining professional communication. I am eager to contribute my skills to an organization that values innovation and impactful development.

PROFESSIONAL EXPERIENCE

Simbisa Brands | Lusaka, Zambia
Shift Manager & Cashier | 2018 – 2021

- Leadership: Promoted to Shift Manager to supervise daily operations, ensuring service standards and health protocols were strictly followed.
- Financial Management: Handled high-volume cash transactions and performed daily reconciliation and financial reporting.
- Staff Mentorship: Trained and onboarded new staff members, fostering a collaborative and efficient work environment.
- Customer Excellence: Resolved customer inquiries and complaints professionally, maintaining a positive brand reputation

LEADERSHIP & ACTIVITIES

- Class Representative (Public Administration): University of Zambia (2021 – 2022)
  - Acted as a liaison between the student body and the faculty to resolve academic issues.
- Head Girl: Bwacha Secondary School (2017 – 2018)
  - Led the student council and represented the student body in administrative meetings.
- President (CCPC): Bwacha Secondary School (2016 – 2018)
- Member: JET Club (Junior Engineers Technicians and Scientists) (2017 – 2018)

REFERENCES

Dr. Brivery Siamabele
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