ABIGAIL CHISHALA

HUMAN RESOURCES | EMPLOYEE RELATIONS | PEOPLE MANAGEMENT

Kitwe, Zambia | +260 772 496 040 / +260 771 383 959

chishalaabigail@gmail.com | Zambian | Driving licence held

PROFESSIONAL PROFILE

Registered nursing professional and people-management practitioner with over seven years of healthcare experience across community health, maternal and child health, HIV services, emergency response and facility operations. Currently serving as Acting Facility Nursing Officer at the Ministry of Health, with responsibilities including human resource coordination, staff allocation, disciplinary management, facility activity coordination, supplies auditing, budgeting and monthly planning. Holds a Degree in Human Resources Management, Diploma in Nursing, Diploma in Business Administration, Diploma in Conflict Resolution and Certificate in Occupational Health and Safety, alongside additional training in project management and monitoring and evaluation. Seeking opportunities in mining and industry in Human Resources, Employee Relations, HR Coordination or employee welfare.

CORE COMPETENCIES

- People management and staff allocation
- Employee relations and conflict resolution
- Facility and operational coordination
- Report writing, data entry and data verification
- Occupational health and safety awareness
- HR coordination and employee support
- Disciplinary processes and workplace communication
- Budgeting, planning and supplies auditing
- Community mobilisation and stakeholder engagement
- Microsoft Office, Excel and HR management systems

PROFESSIONAL EXPERIENCE

Ministry of Health — Acting Facility Nursing Officer | February 2025–2026

Coordinate facility activities and support day-to-day service delivery.
Support human resource management, staff allocation and disciplinary management.
Audit hospital supplies and coordinate ordering of medical facility supplies.
Contribute to budgeting and monthly operational planning.
Support maternal and child health services and maintain accurate data and records.

Ministry of Health — Outpatient Department In-Charge / Registered Nurse | February 2024–February 2025

Supported staff allocation and coordination in collaboration with the human resources department.
Prepared and presented weekly and monthly reports.
Provided patient screening, assessment, treatment and medication administration.
Coordinated department supplies, including ordering and receiving.
Performed wound suturing, record keeping, data analysis and verification, and supported disciplinary duties.
Provided maternal and child health emergency response as required.

Ministry of Health — Registered Nurse / Ambulance Nurse In-Charge | December 2022–February 2024

Coordinated ambulance team activities and supported human resource management.
Responded to emergencies and supported maternal emergency care and disease response.
Supported HIV management, vaccination coordination and administration.
Conducted TB sensitisation, community engagement and health promotion.
Mobilised communities and communicated with stakeholders.

Kitwe College of Nursing — Registered Nurse In-Charge | 2021–December 2022

Supported nursing service coordination and team activities.
Contributed to patient care and daily nursing operations.

Ministry of Health, Community Development Clinic — Registered Nurse | 2018–2021

Supported community health service mobilisation and staff allocation.

Provided cervical cancer screening, HIV testing and treatment initiation.
Delivered antenatal, postnatal, under-five and adolescent health services.
Provided STI screening and treatment.

Dr Dilorbars Medical Center — Registered Nurse | January–August 2018

Provided maternal and child healthcare, HIV testing and treatment, counselling and malaria testing.
Supported mobilisation of community health services.

EDUCATION AND PROFESSIONAL QUALIFICATIONS

Degree in Human Resources Management — Supershine University — 2026
Diploma in Nursing — Kitwe College of Nursing and Midwifery — 2017
Diploma in Business Administration — IService Training Institute (ISSTC) — 2025
Diploma in Conflict Resolution — 2026 (institution to be added)
Certificate in Occupational Health and Safety — University of Africa — 2026
Certificate in Project Management — Higher Impact Institute Academy — 2022
Certificate in Monitoring and Evaluation — Higher Impact Institute Academy — 2022
High School Diploma — St Joseph (Kalumbwa Secondary School) — 2013

PROFESSIONAL REGISTRATION AND MEMBERSHIP

Nursing and Midwifery Council of Zambia — registered nurse; practising licence reported as valid.
Zambia Institute of Human Resource Management (ZIHRM) — full membership.

TECHNICAL SKILLS

Microsoft Office, Microsoft Excel, HR management systems, data entry, report writing and data verification.

LANGUAGES

English and Bemba.

ADDITIONAL INFORMATION

Nationality: Zambian | Current location: Kitwe, Zambia | Driving licence: Held

PROFESSIONAL REFERENCES

Chunga Taonga — Medical Officer In-Charge, Chembe Mini Hospital | +260 973 973 107
Chilambwe Nkandu — Registered Nurse, Chembe Mini Hospital | +260 979 138 036
Julian Matindi Pembere — Chamboli Level 1 Hospital | +260 969 582 216