

Mwenje Precious Maiwanga

Remote Administrative & Customer Support Professional

Summary

Highly organized and detail-oriented remote professional with over five years of experience supporting international organizations and remote teams through data entry, administrative support, customer service, records management, and performance reporting. Experienced working with US-based companies while meeting strict productivity targets and maintaining exceptional accuracy. Skilled in customer communication via email and phone, CRM management, database administration, document management, and remote collaboration using cloud-based tools. A fast learner with excellent organizational, communication, and problem-solving skills who thrives in remote work environments.

Experience

Dec 2025 to date **Data Entry & Administrative Specialist**

Caller ID Reputation (USA), Remote

- Process high volumes of customer phone number reputation requests with exceptional accuracy.
- Submit redress requests through multiple carrier platforms while ensuring compliance with company procedures.
- Maintain detailed electronic records, logs, and status reports. Respond to customer inquiries primarily through email while providing timely updates.
- Work daily using Slack, Gmail, internal administrative systems, and online carrier portals.
- Meet daily productivity, quality, and accuracy targets in a fully remote environment. Perform quality checks before submission to minimize processing errors.

Dec 2023-
Dec 2025

Customer Support Team Lead

Insurance Supermarket (USA), Remote

- Led and supported a remote team of customer service representatives.

Details

+260972687474

mutintajoyce200@gmail.com

Lusaka, Zambia

Skills

Virtual Assistance

Administrative Support

Customer Support

Email & Phone Support

Data Entry & Data
Verification

CRM & Database
Management

Records Management

Document Management

Customer Relationship
Management

Calendar & Task
Management

Data Quality Assurance

- Trained new agents on communication, customer service, and company procedures.
- Assisted customers through outbound and follow-up communications.
- Updated customer information within CRM systems. Monitored team performance and prepared productivity reports.
- Helped improve customer satisfaction through effective problem-solving and communication.
- Consistently exceeded performance and productivity targets.

Report Preparation

Microsoft Office Suite

Google Workspace

Mar 2022-
Nov 2023

District Data Associate

PEPFAR- USA, Remote

- Collected, verified, and entered project data into centralized databases.
- Conducted routine data validation to ensure quality and accuracy.
- Maintained electronic records and documentation.
- Prepared reports for project management teams.
- Collaborated remotely with project staff to ensure timely reporting.
- Supported data-driven decision-making through accurate information management.

Jan 2019-
Dec 2022

Assistant Monitoring & Evaluation Officer

CDC Supported Project-USA, Remote

- Managed electronic health records and program databases. Prepared routine monitoring and performance reports.
- Maintained high standards of data quality and confidentiality.
- Supported district health facilities with data collection and reporting.
- Assisted with administrative documentation and records management.
- Worked with multiple stakeholders to improve reporting accuracy and completeness.

Education

Oct 2014- Jan 2018 **Bachelor of Arts, Educational Psychology**
University of Zambia, Lusaka Zambia

Feb 2011- Jan 2013 **Grade 12 Certificate**
Thornhill Boarding School, Lusaka Zambia

Certifications and Licenses

- Data Quality Improvement - University of Zambia
- Monitoring & Evaluation - University of Zambia
- Project Planning & Management - University of Zambia
- Psychosocial Counselling - University of Zambia
- Occupational Health & Safety - University of Zambia
- Community Development - University of Zambia
- Research Methods & Analysis Using SPSS - University of Zambia
- Business Marketing - University of Zambia