

Wisford Chooka

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Member: Zambia Institute of Human Resource Management (ZiHRM)
TheirWorld Global Youth Ambassador

PROFESSIONAL SUMMARY

A highly motivated Human Resource and Operations professional with practical experience in HR administration, recruitment support, onboarding, employee performance monitoring, operations supervision, sales support, and student leadership. A recent University of Zambia graduate with strong exposure to real workplace HR practices, people management, and organizational operations. Recognized for being energetic, organized, people-oriented, and capable of working effectively in fast-paced environments while maintaining professionalism and confidentiality.

EDUCATION AND TRAINING

Bachelor of Arts - Human Resource Management with Project management The University of Zambia, Lusaka, Zambia	February 2022 - November 2025
High School Chinika Secondary School	January 2016 - December 2018

PROFESSIONAL EXPERIENCE

Human Resource Assistant
Veepee Motors – Lusaka, Zambia.
2021 (Nov) -2024

- Served as HR Assistant, supporting management in onboarding, orientation, and placement of employees within the garage and administrative departments.
- Participated in interview processes, shortlisting candidates, preparing interview schedules, and supporting selection decisions.
- Monitored employee performance in the garage, ensuring productivity, adherence to work standards, and timely completion of tasks.

- Coordinated staff schedules and attendance to minimize delays and improve workflow efficiency.
- Maintained accurate HR records, attendance registers, and employee files.
- Supported employee relations by addressing basic staff concerns and ensuring smooth communication between management and workers.
- Contributed to improved operational efficiency by ensuring vehicle painting and repairs were completed on time and improved quality standards, reducing rework by 20%.

Operating Manager

Zamanita Limited (Parrogate) – Lusaka, Zambia

2019 – 2021 (May)

- Managed daily operations, ensuring all activities were conducted in line with company procedures and standards.
- Supervised the loading, storage, and movement of soya beans and soya cake, ensuring accuracy, accountability, and timely dispatch.
- Coordinated workforce deployment, task allocation, and attendance monitoring.
- Ensured operational records and reports were maintained accurately.
- Enforced safety, discipline, and productivity across operations.
- Implemented new work scheduling techniques that improved productivity by a number of percentages.

Site Supervisor

Core Construction and Developers – Lusaka, Zambia

2018 (Oct) – 2019 (March)

- Supervised construction site activities to ensure projects were completed on schedule and within scope.
- Coordinated transportation and movement of construction materials, equipment, food, and services.
- Managed site workers, monitored performance, and enforced work plans.
- Supported project documentation and daily reporting.

Sales Assistant

Pastern Stores – Lusaka, Zambia

2015 – 2017 (Nov)

- Worked as an energetic and customer-focused Sales Assistant, supporting daily retail operations, contributing to a 10% monthly increase in customer satisfaction.
- Assisted customers with product inquiries, contributing to increased sales and customer satisfaction.
- Managed stock arrangement, display, and inventory support.
- Supported accurate sales records and basic cash handling procedures.
- Developed and implemented sales strategies to drive revenue growth.

LEADERSHIP, STUDENT GOVERNANCE & AFFILIATIONS

FEBRUARY - SEPTEMBER 2025

Assistant chairperson - Graduation Executive committee

University of Zambia | NEW APOSTOLIC CHURCH (UNZANAC) – Lusaka.

- Coordinated a team of 10 executive members and volunteers to plan and execute the UNZANAC Graduation Dinner.
- Implemented fundraising strategies that helped raise over 95% of the required event budget.
- Managed logistics including venue selection, budget management, marketing initiatives, and guest coordination, ensuring an event attendance rate of 100+ participants.
- Oversaw real-time problem-solving during the event, including maintaining communication among team members, thereby ensuring a smooth program flow.

Achievement: Recognized with a ***Certificate of Recognition for leadership and coordination.***

FEBRUARY - NOVEMBER 2024

Executive Committee Member for Management stream

University of Zambia Governance and Management Studies Association (UNZAGOMSA) - Lusaka.

- Supported strategic planning and implementation of academic and professional programs.
- Organized and moderated seminars with industry professionals, reaching over 100+ students.
- Collaborated in formulating action plans on issues affecting students.

Achievement: Earned a ***Certificate of Service and Competence for dedication.***

JANUARY - NOVEMBER 2023

Information and Publicity Secretary

ZiHRM – UNZA Chapter

- Managed communication and publicity for the chapter using digital platforms and events.
- Increased student membership by approximately 30% through consistent media engagement and awareness campaigns.
- Coordinated and promoted HR events connecting & linking students with HR professionals and the ZiHRM mother body.

Awarded a ***Certificate of Service for diligent performance.***

JULY 2022 - NOVEMBER 2022

Executive Committee Member

University of Zambia Business and Economics Association (UNZABECA) – Lusaka, Zambia.

- My roles included, collaborating with fellow committee members and Executive members to organize events that enhanced and promoted economic awareness and academic experience among students.
- Assisted in the development of strategies to increase membership engagement and participation.
- Contributed to the planning and execution of workshops focused on business skills development.

Achievements: Attained a ***Certificate of service***

TRAINING & CERTIFICATIONS

- **HR Masterclass Training** – HR Network Zambia

*Enhanced understanding of HR operations and recruitment processes – **Certificate Awarded***

- **Human Resource Training & Factory Visit** – Hitachi Factory
11 July 2023 – (*Certificate Awarded*)
- **ABSA Training Programmes**
 - Project Management – *Trained in project planning, implementation, risk assessment, and performance evaluation – Certificate*
 - Time Management – *Successfully completed a time management course improving task prioritization and efficiency – Certificate*
 - Stress Management – *Acquired coping strategies to enhance productivity under pressure – Certificate*
- **Possibility Symposium** – Curtis Lloyd
 - Entrepreneurship
 - Leadership
 - Public Speaking
 - Financial Literacy *(*Certificate Awarded*)*

SKILLS

• **Communication skills:**

Demonstrated strong verbal and written communication skills through daily interaction with management, staff, students, and external stakeholders. Effectively conveyed HR information, operational instructions, and publicity messages, ensuring clarity, understanding, and smooth coordination across teams.

• **Attention to Detail:** Ensured accuracy in customer information and vehicle finishing at Veepee Motors as an HR, reducing rework by 20%.

• **Computer Proficiency:**

Competent in using Microsoft Word, Excel, PowerPoint, and email systems to prepare HR documents, manage employee data, track attendance, compile reports, create presentations, and support daily administrative and operational tasks efficiently.

• **Time Management:** Balanced academic responsibilities, work and leadership duties.

• **Professional Ethics, Integrity & Confidentiality:**

Maintained high standards of professionalism, integrity, and confidentiality in handling HR information, operational data, and leadership responsibilities in both professional and academic environments.

• **Problem-Solving:** Handled on-the-spot challenges as an HR assistant, Sales Assistant, operational manager.

• **Front Office Management:**

Provided front office support by handling inquiries, coordinating appointments, receiving visitors, and managing basic administrative communication. Ensured a professional and organized organization.

• **Leadership, Team & Workforce**

Coordination: Led executive teams at UNZANAC & ZIHRM – UNZA Chapter. Coordinated staff deployment, attendance, and task allocation across operational environments including garages, construction sites, and loading facilities. Supported supervisors and managers in ensuring teams worked efficiently and met operational targets.

• **Recruitment Support, Interviews &**

Onboarding: Assisted with recruitment processes by shortlisting candidates, preparing interview schedules, supporting interview panels, and onboarding new employees. Ensured new staff were introduced to organizational policies, roles, and performance expectations smoothly.

• **Documentation, Reporting & Record**

Management: Maintained accurate HR and operational records, including attendance registers, employee files, operational reports, and student leadership documentation. Ensured information was organized, accessible, and up to date.

- **Prioritizing Work:** Demonstrated the ability to prioritize tasks based on urgency and importance, particularly in fast-paced environments. Balanced HR duties, operational supervision, and leadership responsibilities while maintaining quality, accuracy, and efficiency.
- **Human Resource Administration & Employee Relations:** Applied HR principles in real work environments by supporting HR administrative functions including employee onboarding, record management, and assisting with interviews and workforce coordination at Veepee Motors. Actively supported positive employee relations by ensuring clear communication between management and staff & addressing routine workplace concerns professionally.
- **Public Speaking:** Managed Confidently in addressing groups, delivering presentations, and facilitating discussions during trainings, meetings, student leadership activities, and professional engagements.

PERSONAL ATTRIBUTES

- ❖ Energetic, proactive, and self-driven.
- ❖ Strong interpersonal and organizational skills.
- ❖ High integrity and respect for confidentiality.
- ❖ Able to work independently and in diverse teams.
- ❖ Willing to learn, adapt, and grow professionally.

LANGUAGE

English _ B2 (Upper Intermediate)
Nyanja _ C1 (Advanced)

Bemba _ B2 (Upper Intermediate)
Tonga _ B2 (Upper Intermediate)

REFERENCES

1. Mr. Tambulani Nyirenda
Lecturer and Researcher
School of Humanities and Social Sciences
THE UNIVERSITY OF ZAMBIA
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2. Mr. Friday Sindeke
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2. Mr. Kaushik Savijani
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