

# LIIEWA SONGOLO

liiewasongolo26@gmail.com | +260 975498005 | Meanwood A1821, Lusaka, Zambia

## SUMMARY

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Results-driven Information and Communications Technology (ICT) and Digital Transformation Specialist with over two years of progressive experience delivering enterprise systems support, ICT infrastructure management, systems development, and secure digital operations within high-pressure, multi-stakeholder environments. Possesses a strong foundation in enterprise systems, integrations, and secure data management workflows, with proven ability to design and deploy web-based applications, administer SharePoint and CMS platforms, and support organization-wide digital transformation initiatives. Demonstrated expertise in advising senior leadership on technology solutions, optimizing ICT environments, strengthening cybersecurity practices, and leading user capacity-building programs that enhance system adoption, operational efficiency, and cross-departmental performance. Recognized for a proactive, solutions-oriented approach, high professional integrity, and a strong commitment to operational resilience and aligning technology initiatives with organizational objectives.

## EXPERIENCE

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### Lusaka South Multi-Facility Economic Zone (LSMFEZ)

Lusaka, Zambia

#### *Information Communications and Technology Officer*

07/2025 – Present

- Served as Junior Project Manager for all IT-related projects across the organization, coordinating directly with the Director of Finance to align ICT initiatives with operational and financial priorities, managing timelines, stakeholder communication, and delivery milestones.
- Provided strategic guidance to senior leadership and departmental heads on ICT infrastructure, digital transformation, cybersecurity practices, and operational system improvements.
- Managed full ICT operations including infrastructure oversight, network administration, vendor coordination, inventory, maintenance scheduling, and incident resolution.
- Administered enterprise infrastructure—Windows Server/Active Directory, Cisco networking (VLANs/VPN), and firewalls, ensuring secure, stable environments for financial and operational systems.
- Delivered structured ICT training and digital literacy programs, increasing staff proficiency and system adoption by 45%.
- Developed and enforced ICT documentation, SOPs, guides, and user notes to strengthen compliance and operational consistency.
- Improved data protection by implementing structured access controls, backup routines, and patch cycles, reducing system vulnerabilities by 30%.
- Managed CMS content governance, updates, and web administration to maintain timely and accurate communication.
- Administered and developed web-based tools, supporting content management, data retrieval, and user access workflows across internal platforms.
- Acted as cross-department technical liaison, aligning ICT services with organizational needs and ensuring timely issue resolution.
- Acted as primary liaison between ICT and business units, ensuring system issues, change requests, and enhancements were resolved efficiently and aligned to business requirements.

**Hollard Zambia****Lusaka, Zambia***Digital Officer & Data Analytics Engineer*

06/2024 – 06/2025

- Supported enterprise financial and operational systems, coordinating API integrations and secure data synchronization that reduced redundancy by 35% and ensured seamless interoperability.
- Managed complex digital platforms with role-based access, user onboarding, identity controls, and secure data flows—mirroring workflows in core banking environments.
- Led secure Managed File Transfer (MFT) implementations between Hollard and FNB, demonstrating capability in high-value, transaction-rich environments requiring accuracy and security.
- Developed automated leadership dashboards, improving reporting accuracy and timeliness by 35%.
- Implemented automated patching processes, reducing vulnerabilities by 30% and strengthening enterprise security.
- Coordinated cloud-to-enterprise migrations, ensuring service continuity, data integrity, and minimal downtime.
- Maintained asset inventories, documentation, incident logs, and operational audits.
- Managed organization Data Literacy Campaign and Analytics Maturity Framework
- Developed and delivered cybersecurity training to 100+ employees, decreasing phishing susceptibility by 70%.
- Managed permissions, onboarding, and platform access for enterprise users and external partners.
- Performed payment platform reconciliation and generated departmental reports.

**EDUCATION**

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**University of Lusaka****Lusaka, Zambia***B.Sc. Information Systems & Technology*

2019-2023

**CERTIFICATIONS**

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**ITIL 4 Foundation***(Expected 31/07/2026)**IT Service Management, ITIL framework***Certified associate in Project Management (CAPM)***(Expected 30/06/2026)**project management fundamentals, agile frameworks***Strategic Foresight 101 (International Telecommunication Union (ITU))**

05/2026

*Digital innovation, Sustainable development***Circular Economy for The Waste Sector in South Africa (United Nations)**

02/2026

*Circular Economy, e-Waste Management***Modern Project Management Theory and Practice**

02/2026

*Project management, Operations management***arcX Cyber Threat Intelligence**

09/2024

*Cyber Threat Intelligence fundamentals*

## **PROJECTS**

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### Enterprise ERP (Sage 300) Implementation & Virtualization Project

- Implemented an expanded Sage 200 ERP ecosystem, integrating HR and Payroll modules with existing Finance and Accounting systems to improve workflow efficiency and reduce manual processing requirements.
- Deployed a high-availability virtualized server environment (5 virtual machines) to host ERP services, strengthening performance, resilience, and system scalability.

### Managed File Transfer (MFT) Implementation – Hollard & FNB (iDigi-Tech SA)

- Coordinated the secure integration of file transfer systems between Hollard Insurance and FNB via MFT solutions.
- Ensured compliance with data security standards while optimizing automated data exchange processes.
- Reduced manual intervention by 50%, improving data accuracy and efficiency.

### Digital Motor Vehicle Insurance Certificate System (DiMVIC) Integration

- Assisted with the integration of DiMVIC, allowing seamless digital verification and issuance of motor vehicle insurance certificates.
- Implemented security protocols to ensure compliance with regulatory standards.
- Enhanced system reliability, reducing downtime by 20% and improving customer experience.

### Secure VPN Deployment for Remote Work

- Designed and implemented a secure VPN solution to enable remote employees to access company resources securely.
- Improved remote work efficiency by 25%, reducing security risks and downtime.

### Assisted with Development of Inventory Management system for Hollard Stores Department.

- Architected and deployed an inventory management system, delivering a scalable, component-based solution for real-time stock tracking across the Stores Department.

## **SKILLS**

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- Infrastructure & Systems: Windows Server, AD/GPO, Linux, Cisco Networks, VLANs, VPNs, Firewalls
- Cloud Platforms & Tools: M365, SharePoint, Azure, Power Automate
- Security: Patch Management, Access Control, Backup and replication, Threat Intelligence
- Project & Documentation: SOPs, User Guides, PM Tools, Knowledge Bases, Reports
- Web Development: PHP, HTML, CSS, REST API Integration, CMS (WordPress), Web Analytics (cPanel)
- Data & Databases: SQL, MySQL/PostgreSQL, Power BI, Excel (Advanced)

## **REFERENCES**

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Rapheal Sichali | Former Management Accountant – Lusaka South Multi-Facility Economic Zone

Email: [raphaelsichali@gmail.com](mailto:raphaelsichali@gmail.com)

Phone: +260977925389

Chikatizyo Banda | Former Assistant Manager Bancassurance & Digital Platforms – Hollard Zambia

Email: [ctizyo.official@gmail.com](mailto:ctizyo.official@gmail.com)

Phone Number: +260975372975

Ntando Ndlovu | Data Analytics – Hollard International South Africa

Email: [ntandon@hollard.co.za](mailto:ntandon@hollard.co.za)

Phone Number: +263774290154







