

Lweendo Muzyamba

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Professional Summary

Detail-oriented and proactive Governance, Risk, and Compliance (GRC) Officer with a strong foundation in ICT and regulatory frameworks. Experienced in developing, implementing, and monitoring compliance policies, managing risk assessments, and ensuring adherence to data protection and cybersecurity standards. Skilled in aligning business operations with internal controls and external regulations to minimize risk and enhance organizational integrity. A strategic thinker with excellent communication skills, committed to fostering a culture of accountability, compliance, and continuous improvement within dynamic environments.

Professional Experience

Governance Risk and Compliance Officer, Fortress Hub Technologies Limited

Lusaka province, Zambia.

November 2024 – present

1. Governance & Compliance Management

- Implement and maintain information security and data protection controls aligned with regulatory requirements, including the **Data Protection Act**, ISO 27001 and PCI DSS.
- Develop, review, and update security policies, standards, procedures, and guidelines to ensure documented, sustainable, and auditable compliance.
- Define and document business process responsibilities, control ownership, and accountability within GRC frameworks and tools.
- Support organizational compliance with Data Protection Commission (DPC) requirements, regulatory audits, and certification readiness initiatives.

2. Risk Assessment & Control Management

- Evaluate organizational risks and design appropriate security controls to mitigate identified information security and data protection risks.
- Perform internal and external information security risk assessments, including control effectiveness and exception assessments.
- Schedule and conduct regular testing of security controls to assess their effectiveness and efficiency.
- Document control gaps, weaknesses, and failures, and communicate findings to relevant stakeholders.

3. GRC Tools, Automation & Monitoring

- Implement and manage GRC processes to automate and continuously monitor:
 - Information security controls
 - Risk registers and exceptions
 - Compliance testing and evidence collection
- Maintain accurate and up-to-date compliance evidence, risk records, and control documentation within GRC tools.
- Develop compliance dashboards, metrics, and key risk indicators (KRIs) for management reporting.

4. Audit, Reporting & Regulatory Support

- Prepare GRC reports, audit documentation, and compliance evidence for internal audits, external auditors, and regulatory bodies.
- Develop management reports and remediation trackers to monitor corrective actions and compliance progress.
- Provide audit support during regulatory, certification, and internal compliance assessments.

5. Incident, Vulnerability & Security Oversight

- Assess and review security incidents, vulnerability scans, patching status, and secure baseline configurations.
- Support vulnerability management activities, including:
 - Penetration testing results
 - Phishing and social engineering assessments
 - Risk treatment and remediation validation
- Investigate security exceptions and incidents to determine root causes and recommend corrective actions.

6. Remediation & Continuous Improvement

- Provide remediation guidance to control owners and stakeholders to address identified risks and compliance gaps.
- Track remediation activities and report progress to management.
- Support continuous improvement of the organization's information security and data protection posture.

7. Training, Awareness & Stakeholder Support

- Design and deliver security, data protection, and compliance awareness programs for staff.
- Provide ongoing guidance and support to stakeholders on security controls, regulatory requirements, and compliance obligations.
- Promote a culture of accountability, data protection, and risk awareness across the organization.

8. Program Support & Cross-Functional Collaboration

- Assist other teams in the management and oversight of information security and data protection program functions.
- Collaborate with technical, legal, and operational teams to align compliance activities with business objectives.
- Perform other compliance-related duties as assigned in support of governance and regulatory requirements.

Core Competences

- Governance, Risk & Compliance (GRC) Management
- Data Protection & Regulatory Compliance
- Information Security Risk Assessment & Control Testing
- Security Policy, Standards & Control Implementation
- GRC Tools, Automation & Continuous Monitoring
- Audit Coordination, Compliance Reporting & Evidence Management
- Incident, Vulnerability & Exception Oversight
- Remediation Planning & Continuous Improvement
- Security Awareness, Training & Stakeholder Engagement

Professional Affiliations

ISACA – Professional Member

Education

St Joseph's secondary school, Monze, Zambia. 2013 - 2017

O'level School certificate

University of Zambia, Lusaka, Zambia

BA. Information and Communication Technology with Education 2019 - 2023

University of Zambia, Lusaka, Zambia

Certificate in digital marketing 2023

University of Zambia, Lusaka, Zambia

Certificate in SPSS 2023

Cisco Networking Academy

Certificate in Introduction to Cybersecurity 2024

Global skills Development Council

Certificate in Information security Management foundation 2024

Global skills Development Council

Certificate in ISO 27001 Lead Implementer 2024

Global skills Development Council

Certificate in ISO 27001 Lead Auditor 2024

Global skills Development Council

Certificate in Payment Card Industry Data Security Standard 2025

Global skills Development Council

Certificate in Generative AI in Cybersecurity 2025

Global skills Development Council

Certified Data Protection Officer 2025

Darktrace

Technical Professional - Email 2025

Darktrace

Gartner Magic Quadrant NDR Training 2025

Darktrace

Technical Professional - Threat Visualizer 2025

Darktrace

Technical Fundamentals 2025

References

- 1. Dr Lighton Phiri**
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- 2. Mrs Chifwala**
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- 3. Eng Frank Lombe Chibesakunda**
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