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# Thokozani Lastone Tembo

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NRC Number: 557827/52/1 | Nationality: Zambian

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## Personal Profile: Career Summary

I am a strategic, results-driven ICT professional with over 13 years of experience delivering technology solutions that drive business value. I have a proven track record of providing leadership for complex development initiatives, consistently delivering projects on time, within budget, and aligned with organisational objectives.

Recognised for strong leadership, problem-solving, and process optimisation skills, I excel at leveraging innovative technologies and customer-focused solutions to improve operational efficiency and performance. With a reputation for high standards, accountability, and decisive execution, I thrive in challenging environments and remain committed to driving continuous improvement and organisational excellence.

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## Professional Awards and Career Achievements:

- Saved ZESCO \$9,750, which was the quoted price by the supplier by developing an in-house solution to streamline the supplier bank details cleanup and upload process.
- Formed part of the core team that developed and deployed the real time Electronic Funds Transfer integration between ZESCO and ABSA Bank.
- Played a pivotal role in the core team that implemented ZESCO's Chart of Accounts Project, integrating organizational changes into the Financial Structure on Oracle E-Business Suite. This enabled ZESCO to independently upload the budget on the E-Business Suite for the first time in 2022, eliminating the need for consultant support in the budget upload process and ensuring continued operations that are reflective of the organizational structure.
- Appointed as part of a select taskforce responsible for establishing ZESCO's Artificial Intelligence (AI) strategy, in recognition of prior performance and solution delivery. Contributed to identifying AI use cases and laying the groundwork for process automation, operational intelligence, and data innovation initiatives.
- Identified and appointed as one of the key team members to help define ZESCO's analytics transformation using Oracle Analytics, due to my strong track record in ERP reporting and data optimization.
- Selected on the core team tasked to revise ZESCO's ICT governance policies to align with Zambia's Data Protection Act, Cybersecurity Act, and Cyber Crimes Act.
- Honored by ZANACO's Chief Executive Officer with the prestigious CEO's Star Banker Award for developing and implementing an optimized vendor registration and payment process for the bank, resulting in streamlined and expedited payments.

- Honored by ZANACO's Chief Information Officer with the CIO's Award of Excellence for my significant contributions and unwavering dedication, receiving recognition for Best Customer Centricity. I received this prestigious award for two consecutive years.
  - Received ZANACO's certificate of recognition in appreciation of my hard work, commitment and dedication to the organization.
  - Achieved 1st Runner-Up at the ZANACO 2022 Innovation Challenge by designing a groundbreaking banking solution.
  - Developed and implemented a budgetary cost control mechanism for ZANACO to ensure users manage their individual budgets. Exceeded the estimated timeline by two months.
  - Saved ZANACO \$10,000 in which was the quoted price by the supplier by developing and deploying a P2P report requested by the end user.
  - Played a key role in the implementation team that successfully automated ZANACO's Advanced Procurement solutions and E-Procurement System.
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### **Core Strengths and Abilities:**

- Strong leadership skills with experience in guiding and motivating teams to achieve project goals.
  - Expert in identifying and integrating emerging technologies to drive innovation.
  - Proven ability to manage and deliver projects on time and within budget.
  - Skilled in developing and executing strategic plans to foster innovation and achieve business objectives.
  - Well versed in system analysis and design principles to develop effective solutions.
  - Focussed on developing solutions that enhance customer experience and satisfaction.
  - Proficient in using Oracle and Linux technologies.
  - Conversant with SQL, PHP, HTML, CSS, and other programming technologies.
  - Focused on achieving objectives and consistently delivering top-quality results through unwavering dedication and hard work.
  - Certified in COBIT 5 and knowledgeable in implementing governance standards to ensure compliance and best practices.
  - Budgeting, spend trend & benefits realization analysis.
  - Strong research and data analysis skills.
  - Excellent interpersonal, communication and presentation skills to collaborate effectively with stakeholders
  - Strong analytical skills to assess and solve complex problems.
  - Quick learner with the ability to adapt to new challenges and work well under pressure.
  - Proficient in evaluating and maintaining systems to ensure they meet organizational needs and standards.
    - Collaborative team player who works well with others to achieve common goals.
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## Educational Profile:

University of Lusaka | Master of Project Management (*In Progress*)  
2025 – Present | Lusaka, Zambia

ZCAS | Bachelor of Science degree in Computing. **With Distinction (First Class honours)**  
2013 - 2014 Lusaka, Zambia

Final Project: Development and Implementation of an automated mobile payment and administration system for the Zambia Centre for Accountancy Studies (June 2014)

ZCAS | Advanced Diploma and advanced diploma in computer studies  
2011 -2012 Lusaka, Zambia

ZCAS | Diploma in computer studies  
2010 -2011 Lusaka, Zambia

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## Professional Trainings and Certifications:

1. People Cert (2026) | Attained Prince2 Foundation Certification
  2. Oracle University (2021) | R12.2 Oracle Sourcing Fundamentals Training
  3. PIO Tech Solutions (2018) | Completed training in:
    - SAP Boxira4 Universe Design Tool
    - SAP Bank- Business Intelligence Utility (Technical Users)
    - SAP Boxira4 Administration (CMC)
    - SAP Boxira4 Web Intelligence (Technical Users)
  4. APMG International (2018) | Attained COBIT 5 Certification
  5. Oracle University (2017) | Completed training in:
    - Oracle Workflow Administrator
    - Oracle Reports Developer
    - Oracle General Ledger Management Fundamentals
    - Oracle Payables Management Fundamentals
  6. Pace Creative (2015) | Attained ITIL Foundation Certificate in IT Service Management
  7. Parrot Secretarial College (2009) | Attained Short Computer Course Certificate
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## Secondary Education:

Chizongwe Technical High School (2008) | Attained a full Grade 12 certificate

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## Professional Affiliations:

Full Membership - Information and Technology Society of Zambia

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## Board Memberships:

**Eagles Nest Primary School** | January 2020 to date

- Providing strategic leadership in decision-making, and in the formulation and implementation of the school's strategic plan.
  - Ensuring that the school operates within the strategic plan of Kabwata Baptist Church and its Children's Ministry.
  - Overseeing the school's progress towards its goals and ensuring accountability for student achievement.
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## Work Experience:

**ZESCO**

**Position: Manager – Database Technologies** | August 2025 to Date

**Department: Information and Communications Technology**

- Ensure the availability, reliability, performance and scalability of all corporate database platforms and services.
- Lead the design, implementation and management of resilient database environments, including high-availability, backup, disaster recovery, archiving and business continuity solutions.
- Develop and enforce database security, access management and data protection controls to safeguard organisational information assets.
- Ensure compliance with all applicable laws of Zambia, regulatory requirements, corporate policies and industry best practices relating to database management, information security, data privacy, records retention, business continuity and data governance.
- Identify, assess and manage database-related risks and implement appropriate mitigation strategies to protect critical business systems and data assets.
- Monitor and optimise database performance through proactive capacity planning, performance tuning, automation and continuous improvement initiatives.
- Develop, implement and maintain database change management, release management, upgrade, patch management and testing processes.
- Lead the planning and execution of database migrations, upgrades, system implementations and technology refresh initiatives.

- Develop and maintain the corporate database technology strategy, roadmap, standards and architecture frameworks to support business objectives.
- Provide technical leadership and governance for database architecture, data modelling, database design and system integration initiatives across the organisation.
- Lead, mentor and develop Database Technologies personnel through effective performance management, succession planning and skills development programmes.
- Support internal and external audit activities by ensuring effective database controls, documentation, compliance monitoring and timely implementation of corrective actions.
- Manage database-related infrastructure requirements in collaboration with systems, network, cybersecurity and application support teams.
- Establish and enforce database administration standards, procedures and best practices to ensure operational efficiency and service excellence.
- Manage relationships with database vendors, service providers and technology partners to ensure effective service delivery and compliance with contractual obligations.
- Evaluate emerging database technologies and recommend innovative solutions that enhance operational efficiency, resilience, security and business value.
- Prepare and manage departmental budgets, resource plans, service level targets, performance metrics, capacity forecasts and management reports to support effective service delivery and decision-making.

## **ZESCO**

**Position: Principal Engineer – Oracle Developer | August 2025**

**Department: Information and Communications Technology**

- Develop, test and deploy innovative solutions, resulting in streamlined processes, improved procedures, and enhanced end-user experience.
- Manage in-house initiatives and projects, ensuring timely completion within budget.
- Effectively collaborate with inhouse and external consultants and subject matter experts with the aim of delivering value to the organization.
- Collaborate with end users to enhance existing products and develop new solutions, adapting to organizational changes.
- Continuously analyse trends and emerging technologies to identify opportunities for improvement, implement enhancements, and advise user departments and senior management on how these advancements can be leveraged to enhance efficiencies.
- Design and implement end-user reports and efficiently produce relevant reports, leveraging SQL/PL/SQL and other relevant technologies.

- Ensure adherence to change control and testing processes for changes and deployments.
- Ensure system and data integrity by implementing data validation, conducting regular audits, restricting access, performing backups, encrypting sensitive data, running consistency checks, training users, and utilizing automated monitoring tools.
- Create reports, conduct user training, develop business process documentation, and ensure meticulous documentation of system procedures, processes, and key administrative tasks.
- Efficiently support the manager by assisting to coordinate team activities and ensuring timely submission of departmental reports.
- Supervise team members to ensure efficient delivery of their responsibilities and contribute to ensuring that they comprehend and operationalize the organization's and ICT department's strategies into actionable goals and tasks.
- Efficiently manage and maintain the Oracle E-Business Suite and integrated systems, ensuring optimal performance.
- Application of system patches and upgrades.
- Deliver exceptional user and technical support to system users.
- Investigate and resolve errors and incidents related to Oracle EBS and interfacing applications, driving continuous improvement initiatives.

**Zambia National Commercial Bank**

**Position: ERP Specialist | May 2017 to October 2022**

**Department: Information and Communications Technology**

- Development of in-house solutions and ensuring that projects are completed within the agreed period and budget.
- Collaborating with end users to develop new systems and improve and enhance existing software products and as required or due to organizational changes.
- Management and supervision of onsite and offsite support consultants, as well as related business subject matter experts, to ensure effective system development and support.
- Ensure that all deployments adhere to prescribed change management policies and procedures.
- Ensure data integrity, testing of changes, report writing, analysis and preparation of business processes documents and conduct user training
- Continuously analyse trends to identify, recommend, and implement system improvement opportunities.
- Ensure that disaster recovery protocols/ procedures are clearly defined and system backups are taken
- Administration and monitoring system availability & the utilization of systems by end users

- Management and maintenance of the Oracle E-Business Suite and integrated systems and ensure that they are always running efficiently.
- Application of system patches and upgrades
- Prepare/maintain system monitoring checklists for proactive system maintenance
- Support 1500 internal users and external users

**Zambia National Commercial Bank**

**Position: ERP Coordinator |** October 2016 to May 2017

**Department: Information and Communications Technology**

- Development and deployment of system enhancements/upgrades and patches.
- Providing training and refresher sessions to the users relative to the implementation of new system and upgrades/enhancements
- Proactively identifying solutions and business processes improvement opportunities
- System documentation and preparation of user manuals
- Collaborating with external consultants and related business subject matter experts to ensure data integrity, testing of changes, report writing and analysis of business processes to determine improvement opportunities
- Preparation of Business process Documents, Test Scripts and user manuals
- Providing system maintenance, monitoring and support and communicate downtime procedures to users.
- Supporting systems integration and interface with related systems

**Zambia National Commercial Bank**

**Position: ERP Support Analyst |** December 2014 to October 2016

**Department: Information and Communications Technology**

- Proactively identifying solutions and business processes improvement opportunities
- Collaborating with external consultants and related business subject matter experts to ensure data integrity, testing of changes, report writing and analysis of business processes to determine improvement opportunities
- Providing training and refresher sessions to the users relative to the implementation of new system and upgrades/enhancements
- Providing system maintenance, monitoring and support and communicate downtime procedures to users.
- Preparation of Business process Documents, Test Scripts and user manuals
- System documentation and preparation of user manuals
- Supporting systems integration and interface with related systems

## **Zambia National Commercial Bank**

**Position:** IT Intern | December 2013 to December 2014

**Department:** Information and Communications Technology

- Service desk management
- First line user support and management
- Desktop and network management
- User management and training

## **ZEGA Limited**

**Position:** IT Intern | November 2012 to January 2014

**Department:** Information and Communications Technology

- First line user support
  - Desktop and network management
  - IT status report preparation
  - User training
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## **References:**

1. Mr. Charles Bota,  
Country Manager - Shoprite Zambia,  
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3. Engineer Bernard Chiwala,  
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