

MILLER CHIBOMBA

STRATEGIC OPERATIONS, TRANSFORMATION & ORGANIZATIONAL PERFORMANCE LEADER

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EXECUTIVE PROFILE

Strategic operations, transformation, and international development leader with more than 15 years of experience driving organizational performance, operational excellence, project delivery, governance, risk management, digital transformation, and process improvement across Africa and Asia.

Proven ability to translate strategy into execution by aligning people, processes, systems, resources, technology, partnerships, and performance frameworks around measurable outcomes. Experienced in leading multi-country initiatives, strengthening institutional systems, improving service delivery, managing enterprise risk, and supporting executive and Board decision-making.

MBA and PMP-qualified, with Lean Six Sigma expertise and a leadership style grounded in clarity, trust, coaching, and empowerment. Recognized for building capable, autonomous teams, driving continuous improvement, and delivering sustainable value in complex and resource-constrained environments.

EXECUTIVE EXPERTISE AREAS

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| • Strategic Operations Management | • Project & Program Management | • Continuous Improvement |
| • Operational Excellence | • Governance & Compliance | • Enterprise Risk Management |
| • Budget & Resource Management | • Process Reengineering | • Change Management |
| • Stakeholder Partnerships | • Team Leadership & Coaching | • Digital Transformation & ICT4D |

EXECUTIVE CAREER HIGHLIGHTS

- Leading enterprise-wide transformation, governance, risk, and operational improvement initiatives across Africa and Asia.
- Delivered technology and operational solutions generating more than US\$82,000 in combined annual savings.
- Migrated three critical enterprise systems with less than 10% downtime, strengthening continuity and resilience.
- Developed enterprise risk frameworks covering operations, safeguarding, finance, procurement, technology, and governance.
- Led compliance, process review, and SOP redesign initiatives that strengthened accountability and operational effectiveness.
- Serving as a Global AI Champion, promoting responsible AI adoption, digital innovation, and knowledge sharing.
- Supported digital financial inclusion initiatives that expanded access to services for underserved populations.
- Twice recognized as Employee of the Year at VisionFund Zambia.

PROFESSIONAL EXPERIENCE

CHILDREN INTERNATIONAL | Lusaka, Zambia | 2019–Present

Head – Continuous Improvement & Technology Services, Africa & Asia Region

Provide strategic leadership for organizational transformation, operational excellence, enterprise risk, digital enablement, performance improvement, and cross-functional project delivery across Africa and Asia.

- Lead enterprise transformation and continuous improvement initiatives aligned with regional and organizational strategy.
- Translate strategic priorities into coordinated programs, implementation plans, governance arrangements, risks, and measurable outcomes.
- Partner with senior leaders, boards, regulators, vendors, and operational teams to strengthen accountability and execution.
- Lead multidisciplinary teams and build institutional capability through coaching, mentoring, training, and structured problem-solving.
- Drive process redesign and service optimization across operational and support functions.
- Oversee technology services, enterprise platforms, digital tools, cybersecurity, data governance, and innovation supporting multi-country operations.
- Develop performance monitoring, Board reporting, and decision-support mechanisms for leadership and governance forums.
- Strengthen enterprise risk ownership, business continuity, internal controls, and escalation practices.
- Serve as a Global AI Champion, supporting responsible adoption, practical use cases, digital confidence, and organizational learning.

Selected Achievements

- Delivered a technology-enabled calling solution generating more than US\$22,000 in annual savings.
- Built strategic partnerships generating more than US\$60,000 in annual savings on program materials.
- Led migration of three enterprise systems with less than 10% downtime.
- Developed agency-wide and functional risk management frameworks.
- Led organizational compliance improvement through process reviews and redesign of critical SOPs.

VISIONFUND ZAMBIA LIMITED | Lusaka, Zambia | 2013–2019

IT Projects Manager – Mobile Banking & Financial Inclusion

Led strategic projects supporting digital transformation, mobile banking, and financial inclusion, coordinating business teams, technical specialists, external partners, vendors, and senior stakeholders.

- Managed end-to-end project delivery, including scope, schedules, budgets, resources, risks, quality, dependencies, and stakeholder communications.
- Coordinated cross-functional teams and vendors through design, implementation, testing, deployment, and post-implementation review.
- Oversaw mobile banking platforms, enterprise systems, databases, and supporting infrastructure for reliability and performance.
- Established governance, reporting, and performance monitoring to strengthen transparency and executive decision-making.
- Supported information security, business continuity, change management, user adoption, and service quality in a regulated environment.
- Maintained more than 90% availability of critical mobile banking platforms.

Selected Achievements

- Successfully delivered digital financial inclusion and mobile banking initiatives.
- Twice recognized as Employee of the Year for contribution to organizational performance.
- Strengthened governance, reporting, and operational reliability of business-critical platforms.

WORLD VISION ZAMBIA | Lusaka, Zambia | 2010–2013

Systems Support Administrator

Provided frontline systems support and administration services enabling reliable organizational operations and project delivery.

- Acted as first-line support for hardware, software, connectivity, accounts, and business applications.
- Supported projects through systems setup, equipment deployment, troubleshooting, user orientation, and technical guidance.
- Administered servers, networks, websites, user access, backups, and end-user technologies.
- Maintained asset records, support documentation, service requests, and operational continuity through timely escalation.

EDUCATION & PROFESSIONAL QUALIFICATIONS

- Master of Business Administration (MBA), Project Management – Victorville Park University, United States
- Bachelor of Science (BSc), Computing – University of Greenwich, United Kingdom
- Advanced Diploma, Management of Information Systems
- Project Management Professional (PMP) – Project Management Institute
- Lean Six Sigma Certification – Council for Six Sigma Certification

ONGOING EXECUTIVE EDUCATION

- Master of Arts (MA), International Development – University of Edinburgh, United Kingdom
- Lean Six Sigma Master Black Belt – Henry Harvin University (Ongoing)
- Risk Management Professional (PMI-RMP) – Project Management Institute (Ongoing)

EXECUTIVE & LEADERSHIP DEVELOPMENT

- Leader of Leaders – Leadership Pipeline Initiative
- Leader of Others – Leadership Pipeline Initiative
- Inspire a Culture of Trust – FranklinCovey
- Introduction to the 4 Essential Roles of Leadership – FranklinCovey

SECTOR & FUNCTIONAL EXPERIENCE

International Development

Child & Youth Development
Governance & Risk

Operations Management

Financial Inclusion
Organizational Transformation

Project & Program Delivery

Technology for Social Impact
ICT for Development

PROFESSIONAL MEMBERSHIPS & GOVERNANCE

- Full Member – Information and Communication Technology Association of Zambia (ICTAZ)
- Full Member – Project Management Institute Zambia Chapter
- Former Board Member – World Vision Zambia CUSA Savings Scheme

COMMUNITY LEADERSHIP & SOCIAL IMPACT

- Global AI Champion – supports responsible adoption, practical use cases, learning, and digital innovation.
- Mentor – Women in Tech Zambia, supporting equity and opportunity for women in technology.
- Member – BirdWatch Zambia
- Member – Conservation Lower Zambezi
- Member – Conservation South Luangwa

EXECUTIVE VALUE PROPOSITION

I bring a distinctive combination of operations leadership, disciplined project execution, Lean continuous improvement, governance, enterprise risk management, digital transformation, and international development experience. My career has focused on strengthening institutions by aligning strategy, people, processes, resources, technology, and partnerships around measurable objectives.

I combine strategic thinking with practical delivery and a coaching-led leadership style that builds confidence, ownership, and accountability. My multicultural experience across Africa and Asia enables me to work effectively across countries, functions, and perspectives while keeping people, performance, and purpose at the centre of transformation.

EXECUTIVE EXPERTISE AREAS

Strategic Operations | Program Management | Project Management | Portfolio Delivery | Operational Excellence | Lean Six Sigma | Process Improvement | Process Reengineering | Change Management | Organizational Development | Enterprise Risk | Governance | Compliance | Budget Management | Resource Planning | Vendor Management | Performance Management | Business Continuity | Stakeholder Engagement | Capacity Building | Digital Transformation | ICT4D | International Development

REFERENCES

Mr. Godfrey Mpala

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ADDITIONAL INFORMATION

Based in Lusaka, Zambia | Available for regional and international assignments | Professional fluency in English