

# John Harry Makungwa

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## EDUCATION

**University of Denver, Denver, CO** **Expected: Nov. 2027**  
*Executive Master of Business Administration*

**University of Denver, Denver, CO** **November. 2025**  
*Master of Science in information Technology (Cyber Security Management)*

**Livingstonia University, Malawi** **October. 2017**  
*Bachelor of Science in Computer Engineering*

- Relevant Courses: Operating Systems, Database Systems, Statistics, Computer Networks, Systems Analysis and Design, Web Applications, Software Engineering, Mobile app development and Human Computer Interactions

**University of Malawi** **November. 2013**  
*Diploma in Computer Information Systems, CIS*

- Related Courses: Computer Architecture, Computer Programming, Networking, Small business systems and business organizations

## PROFESSIONAL EXPERIENCE

**Fast Kwacha Malawi** **Jul. 2025 – Present**  
*Chief Technology Officer (CTO)- Hybrid*

- Strategic Technology Leadership: I defined the company's technology vision and architecture for our digital payments ecosystem, ensuring that all solutions align with Fast Kwacha's mission to drive financial inclusion and secure electronic payments across Malawi.
- Product Development & Platform Oversight: Led the end-to-end development of the Fast Kwacha wallet, USSD platform, merchant onboarding system, and agency banking tools, including planning, prototyping, testing, and iterative improvement before deployment.
- Payments Infrastructure & Compliance: Supervised integrations with partner banks, mobile money operators, and payment gateways, ensuring adherence to PCI-DSS, KYC/AML controls, and regulatory requirements from the Reserve Bank of Malawi.
- Cybersecurity & Risk Management: Implemented foundational security controls, managed vulnerability assessments, and introduced multi-factor authentication and secure API gateways to protect customer and merchant data.

- Team & Vendor Management: Oversaw internal development teams, contracted engineers, and third-party service providers to maintain product quality, resolve incidents, and meet project timelines.
- Innovation & Continuous Improvement: Provided leadership on new features such as instant wallet transfers, digital loans, and agency POS integrations, while continuously analyzing system performance and optimizing processes for reliability and scalability.

**University of Denver – Denver, CO**

**Jun. 2024 – Present**

*Dedicated IT Support Specialist: For College of Arts, Humanities and Social Sciences (CAHSS)-Full-Time*

**University of Denver – Denver, CO**

**Dec. 2024 – Jun. 2025**

*IT Support Specialist (Part-Time)*

- Gather, analyze, interpret, and present IT and business information to support operational decision-making.
- Optimize the performance of various computer systems and provide end-user support for both Windows and Mac environments.
- Perform IT support activities, including network troubleshooting, printer administration, workstation/client setup, and software deployment.
- Provide technical assistance and client consultation via online channels and in person at the DU Help Center.
- Install, configure, and maintain hardware and software systems, with routine imaging of Mac and Windows devices.
- Diagnose and resolve hardware issues, malware threats, software errors, and network connectivity problems.
- Utilize ServiceNow to document incidents, escalate tickets, and track resolution of IT support cases.
- Support Duo Mobile multi-factor authentication, manage device compliance using Jamf and Microsoft Intune.
- Deliver solutions aligned with business needs and refer complex issues to specialized IT teams as appropriate.
- Perform additional IT-related duties as assigned, ensuring service excellence and user satisfaction.

**Tech265 Limited, Malawi**

**Jan. 2023- Present**

*Chief Executive Officer, Co-Founder*

- Strategic Vision and Leadership: I established the company's purpose and objectives in software development and digital marketing, and I served as the lead in identifying market opportunities and ensuring optimal allocation of financial, human and technological resources to support strategic initiatives.

- Served as the project lead on a project called “Drone based monitoring and protection of wildlife in national parks” in partnership with the Ministry of Tourism and the department of Wildlife and Parks in Malawi.
- Oversaw the development of web/ software applications, test and debug systems before they are deployed from time to time.
- Developed products, monitored performance and process optimization.

**Atlántico Group, United Kingdom**

**June. 2020- Nov. 2022**

*Tech and Innovation Lead*

- Developed and managed financial funding solutions/ systems for African technology startups, managed database for UK and leading technology companies in Africa.
- Managed online support system/tickets for all enquiries on all digital platforms.

**All For Youth, Malawi**

**Feb. 2018- May. 2020**

*IT Officer*

- Developed the official organization Website and Accounting System, setting up of all social media platforms (Facebook, Instagram and LinkedIn), designed all corporate branding materials, monitored and maintained the network and network security.
- Managed Emails, hosting space and advising on information technology related topics

**Malawi National Statistical Office, NSO**

**Dec. 2013- May 2014**

*Call Center Operator, Temporary*

- Answered courteously inbound calls, responded to customer inquiries, Provided personalized customer service by responding to the needs of the customers.
- Ensured feedback from the customer to further improve the customer services, Managed and updated customer databases with the status of each customer.

**LEADERSHIP EXPERIENCE**

**University of Livingstonia, Malawi**

**Nov. 2015-Nov. 2016**

*Student Union President*

- Acted as the primary representative of the student body in discussions with university administration, faculty, and external organizations. Advocated for student needs and concerns to the university administration and other stakeholders.
- Ensured effective communication channels between the student union and the student body, including emails, newsletters, social media, and hall meetings.
- Coordinated and supported student events, activities, and campaigns.

**ADDITIONAL SKILLS**

Proficient in WordPress, Shopify, systems administration, Photoshop, social media management, and Microsoft Office Suite (Excel, PowerPoint, Word, Outlook). Experienced with Jamf,

Microsoft Intune, ServiceNow, Duo Mobile, and imaging and deploying Mac and Windows computers. Intermediate in PHP, MySQL, and Google Ads. Ability to assess and communicate cyber risk through hands-on vulnerability assessments, informed by frameworks such as NIST and MITRE. Familiar with modern threat vectors including injection flaws, authentication gaps and business logic vulnerabilities, while applying structured analysis and data insights to evaluate the impact of system or process changes. Exposure to common web security weaknesses, supported by practical understanding of industry-recognized risks and exploit patterns

## **REFERENCE**

### **Website Development, Management and Corporate Branding**

<https://fastkwacha.com/>

<https://tech265.net/>

<https://influencermalawi.com/>

<https://tamutamumalawi.com/>

<https://politicojuridity.org/>

<https://allforyouthmw.com/>

<https://zirindiwe.com>

<https://sfweinitiative.org/>

## **REFEREES**

**Name:** Mr Henry Mphwanthe

**Designation :** Founder Tech265

- Chief of Staff to Executive Chairman, Cassava Technologies, EcoNet Wireless, **Mr Strive Masiyiwa.**
- Former Advisor to the Minister of Health
- Health Economist at Palladium:
- USAID-Funded Health policy Plus (HP+) Project

**Company :** Tech265

**Contact telephone number:** + (265) 997742724

**Address :** P.O. Box 514, Lilongwe 3

**Email :** henrymphwanthe@gmail.com

**Name :** Robert Mwanamanga

**Designation :** Thought Leadership, Economics and Private Sector Development

**Company :** IFC, World Bank Group

**Contact telephone number:** + (265) 999 81 47 96

**Email :** rbmwanamanga@gmail.com

**Name :** Ryan Garrett

**Designation :** Senior Manager, IT Customer Services at University of Denver

**Company :** University of Denver (USA)

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