

Michelle Chikonde

Director and Economist

I am an innovative Director and Economist with over six years of experience in healthcare, combined with a passion for sustainable development, youth empowerment, and global health governance. My projects, including Youth Legacy and CareCommun Innovation (top 10 in a UKRI competition), showcase my ability to lead impactful solutions and continuously refine them based on feedback. I aim to advance sustainability and youth-led initiatives aligned with the 2030 Agenda.

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Skills

Stata 14

Experienced

Microsoft Azure

Beginner

Office packages

Expert

Cisco Packet Tracer

Beginner

Microsoft Packages

Expert

Search Engine Optimization

Experienced

Google Marketing

Expert

Social Media Management

Expert

Web Content Writing

Experienced

National Health Service Systems

Experienced

Links

[LinkedIn Profile](#)

Employment history

Director and Social Impact Economist

Jan 2020 - Present

Classic Investments Limited

- Led the Youth Legacy initiative, integrating marginalized youth into sustainable practices by recycling plastic waste into health equipment and stationery, contributing to SDG 12 (Responsible Consumption and Production) and SDG 3 (Good Health and Well-being).
- Successfully generated sales worth \$60,000 in a new business sector through the development and execution of a targeted marketing strategy, resulting in an impressive 20% increase in revenue within the first quarter.
- Demonstrated exceptional negotiation skills by slashing product costs by 30% while ensuring the enhancement of services and maintaining competitiveness in the market.
- Spearheaded strategic partnerships with local governments, NGOs, and the private sector, fostering collaboration that bridged generational gaps and ensured continuity in sustainable practices.
- Analyze complex economic trends to inform investment decisions, resulting in a substantial increase in portfolio performance and client satisfaction.

Founder

Mar 2024 - Present

CareCommun

- Successfully led the CareCommun Innovation project, which was recognized among the top 10 submissions in a highly competitive challenge organized by UK Research and Innovation in collaboration with AMREF Health Africa.
- Developed an innovative platform integrating progressive web apps, gamification, and data analytics to address digital health disparities in underserved regions.
- Actively refining project plans, partnerships, and timelines based on feedback.

IT Solutions Training Participant

Jan 2024 – Mar 2024

Althaus

- Effectively analysed various IT issues encountered by businesses to identify root causes and develop appropriate solutions.
- Diagnosed and troubleshooted computing devices, operating systems and network infrastructure to resolve technical issues promptly.
- Learnt how to lead and coordinate a project lifecycle from planning, implementation to evaluation.
- Implemented strategies to improve system performance, making systems faster, more effective and better integrated.

Senior Complaints Coordinator

Nov 2022 – Sep 2023

Nottingham University Hospitals (NUH)

- Developed and implemented patient-centered solutions that improved healthcare delivery outcomes, demonstrating my commitment to SDG 3 (Good Health and Well-being).
- Managed a high volume of health complaints, averaging over 65 cases monthly, while ensuring adherence to national and local policies, demonstrating strong organisational and compliance skills.
- Contributed significantly to complaint resolution and process improvement by actively participating in divisional governance meetings and facilitating collaboration among NHS stakeholders, resulting in improved healthcare delivery outcomes.

Project Administrator

Mar 2022 – Nov 2022

Manchester Foundation Trust (MFT)

- Strengthened partnerships with key stakeholders to resolve issues and enhance end-user experience, demonstrating effective communication and problem-solving skills.
- Leveraged technology to enhance online education within the National Health Service (NHS), resulting in a significant 10% increase in staff e-learning engagement through data analytics and streamlined system access processes, ultimately improving training outcomes and compliance rates.

Speaker, Innovator and Researcher

May 2022

African Mining Indaba

- Recognized as a top innovator for presenting the Youth Legacy project to an audience of government officials and industry leaders, showcasing my ability to influence high-level decision-making in sustainability.
- Conducted extensive research on the socioeconomic impacts of public policies, providing valuable insights that contributed to policy development aligned with SDG 8 (Decent Work and Economic Growth) and SDG 10 (Reduced Inequalities).
- Played a pivotal role in fostering partnerships and facilitating discussions with mining organizations on community investments, showcasing strategic thinking and collaboration abilities.

Education

BSc Economics 1st

2021

Anglia Ruskin University

- Best Graduate of 2021
- Best student dissertation

2016

Masaiti Boarding School

- Secondary high school qualification