

Astor ARAKAZA

Nationality: Burundi

Date of birth: 1994-02-16

Address: 21st Gihaha Avenue, Gihosha, Bujumbura, BDI

Phone: (+257) 61885353 / 79509167

Email: astor.arakaza94@gmail.com / astor.arakaza@yahoo.com

Link: www.linkedin.com/in/arakaza-astor-160516151

CURRICULUM VITAE

OBJECTIVE

Experienced in digital banking, administrative and program managing sectors with over 6 years in reputable large firms and organizations.

Have worked in busy, pressurized environments where high standards are expected. Skilled in MS Office and related fields as well as in technological assets.

Dedication, Passion and Excellence are the watchwords of my devotion.

PROFESSIONAL BACKGROUND

July 2021 – Now

BANQUE DE L'HABITAT DU BURUNDI

- **October 2022 – Now:**
DIGITAL SERVICES MANAGER

Responsible for implementation, monitoring and promotion of alternative digital channels of the bank.

Main Tasks :

- Consistently met my short-term targets of banking services implementation in collaboration with local telecom partners,
- Handled customer complaints with empathy and composure,
- Proactively participated in meetings and helped create new practices of the Diaspora banking at BHB,
- Trained, coached, and supervised new or existing staff members,
- Pitched ideas on how to improve performance and efficiency,
- Helped management to identify workflow issues and find solutions.
- In charge of digital banking implementation, propositions and follow ups on digital partnerships.
- Manage the implementation of different digital projects proposed and the strategy put in place by the bank's management committee.

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- Provide leadership in business growth by training and guiding users and staffs,
 - Control operating costs and all the management axis.
 - Satisfy the customer by offering a quality service, from a technical and safety point of view.
 - Maintain profitability.
 - Develop and manage relationships with existing and potential customers;
 - Research market trends and provide business informations,
 - Instauration of Agency Banking and Card business growth
 - Instauration of and drive the growth of Agency Banking, Mobile Banking, Internet Banking, Card issuance and E-channels, etc.- Research market trends and provide business information's to customers;
 - Instauration of Agency Banking and Card business growth
 - Instauration of and drive the growth of Agency Banking, Mobile Banking, Internet Banking, Card issuance and E-channels, etc.

- **July 2021 – October 2022:**

- DEPUTY DIGITAL SERVICES MANAGER*

- In charge of digital banking implementation, propose and follow up digital partnerships.
- Manage the implementation of different digital projects proposed and the strategy put in place by the bank's management committee.
- Provide leadership in business growth by training and guiding users on customer services;
- Use adequate means and ensure timely treatment. Manage payment flows of different origins and natures.
- Control operating costs and all the management axis.
- Satisfy the customer by offering a quality service, from a technical and safety point of view.
- Maintain profitability.
- Develop and manage relationships with existing and potential customers;
- Research market trends and provide business informations to customers;
- Instauration of Agency Banking and Card business growth
- Instauration of and drive the growth of Agency Banking, Mobile Banking, Internet Banking, Card issuance and E-channels, etc.

March 2019 - June 2021

KCB BANK BURUNDI – CHANNEL BANKER (2 years 2 months)

Responsible for monitoring and promoting alternative digital channels on customer service.

Main Tasks :

- Handled customer complaints with empathy and composure.
- Answered calls, responded to emails, and spoke with clients face-to-face.

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- Processed a range of documentation and entered information into databases.
 - Pitched ideas on how to improve performance and efficiency.
 - Provide leadership in business growth by training and guiding users on customer services;
 - Develop and manage relationships with existing and potential customers;
 - Research market trends and provide business informations to customers;
 - Drive Agency Banking and Card business growth
 - Develop and drive the growth of Agency Banking, Mobile Banking, Internet Banking, Card issuance and E-channels, etc.

May 2018 - June 2018

Independent National Electoral Commission – *ENTRY CLERK* (1 months)

Entry of information of the Burundian population for the production of electoral cards and lists of national voters

Main Tasks :

- Informations entry in the system
- Reprinting of information entered
- Electoral list and cards confection

March 2017 - February 2019

NFT CONSULT – *CUSTOMER ADVISOR* (2 years)

Responsible for customer service activities on:

- **December 2018 – February 2019:**
Retention Team Agent
- **June 2018 – December 2018:**
Ecocash partners Hotline (Agents & Super-Agents)
- **January 2018 – May 2018:**
Advantage Customer Hotline
- **March 2017 – December 2017:**
General Customer Hotline

Main tasks :

- Answered calls, responded to emails, and spoke with clients face-to-face.
- Processed a range of documentation and entered information into databases.
- Helped management to identify workflow issues and find solutions.
- Manage customers communications through interacting;
- Answering incoming/outgoing telephone calls and direct it appropriately;
- Maintain the highest quality of customer service;
- Search and recruit new customers for the company;
- Identify customer expectations and guide them;

- Updating customers' accounts
- Produce reports for future evaluations;
- Monitor files and inform clients of developments;
- Send customers complaints for being treated;
- Sell the image of the company as well as its products and services;
- Make surveys on how products and services are conceived by customers.

October 2015 - May 2016

Generating Opportunities for BURUNDI – VOLUNTEER (8 months)

Implementation of a project to educate young people, build their capacities and raise awareness about the possibilities of professional careers.

Main Tasks :

- Meeting CEOs to explain our career fair project and asking for financial donation and participation in the fair by exposing their products and services.
- Approaching the beneficiaries who were the secondary schools through Capacity Building sessions in relation to future career projections.
- Organize logistics for the career fair to happen with all necessary materials available.

EDUCATIONAL BACKGROUND

January 2021 – December 2022	Master's Degree of Arts (Master's research ongoing)
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	MOUNT KENYA UNIVERSITY
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International Relations and Diplomacy

2021	Diploma
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	ALISON ONLINE PLATFORM
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Human Resources

2021	Diploma
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	ALISON ONLINE PLATFORM
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Administrative Procedures and Support in Office

2013 - 2017	Bachelor Degree of Arts
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	LAKE TANGANYIKA UNIVERSITY
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Law Faculty

PROFESSIONAL TRAININGS

March 2023	Certificate of Completion GLOBAL CITIZENSHIP EDUCATION ONLINE COURSE (GCED) Asia-Pacific Centre of Education for International Understanding / UNESCO
August 2022	Professional Achievement CAREGIVER SKILLS FOR FAMILIES OF CHILDREN WITH DEVELOPMENTAL DELAYS OR DISABILITIES World Health Organization (WHO)
August 2022	Professional Achievement UN HUMAN RIGHTS RESPONSIBILITIES World Health Organization (WHO)
August 2022	Professional Achievement UNBSAFE World Health Organization (WHO)
December 2020	Professional Certificate SOCIAL PROTECTION & SOCIAL SERVICES Research and Development Center
March 2020	Professional Certificate GENDER INTELLIGENCE TRAINING International Finance Corporation / World Bank Group
March 2020	Professional Certificate SUSTAINABLE FINANCE INITIATIVE MODULES Sustainable Finance Initiative / Kenya Bankers Association
March 2020	International Model United Nations PROTECTION OF CHILDREN FROM VIOLENCE, EXPLOITATION AND ABUSE UNDP / UNESCO / Australian Embassy / IMUN
July 2020	Online Learning Program DESIGNING A CUSTOMER SERVICE STRATEGY Kenya Commercial Bank Group (KCB Group)

July 2020	Online Learning Program THE PEOPLE AND PLANNING IN MARKETING Kenya Commercial Bank Group (KCB Group)
May 2020	Online Learning Program CORPORATE STRATEGY 2020 Kenya Commercial Bank Group (KCB Group)
April 2020	Online Learning Program COVID-19 AWARENESS TRAINING Kenya Commercial Bank Group (KCB Group)
December 2019	Certificate of Completion HUMANITARIAN CONTEXT: THE ENVIRONMENT, CAUSES AND IMPACT DisasterReady Organization
March 2017	Certificate of Completion UNDERSTAND HUMAN RIGHTS Young African Leaders Initiative Network (YALI Network)
March 2017	English Learning Program VOA ENGLISH LEARNING PROGRAM United States of America Embassy – Burundi

LANGUAGE & COMPUTER ABILITIES
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English	Reading – Writing – Speaking – Listening PROFICIENT
French	Reading – Writing – Speaking – Listening PROFICIENT
Kirundi	Reading – Writing – Speaking – Listening NATIVE
Computer Tools	MS Office; Outlook. Oracle & Internet.

SKILLS

- Data Entry
- Accuracy Verification
- Business Development
- Proposal Writing & Sales Presentations,
- Public Relations & Relationship Management,
- Marketing & Client Relations,
- Team Building & Leadership,
- Market Analysis & Marketing Strategy,
- Mobile Payments & E-Commerce,
- Analytical & Organizational skills,
- Microsoft Office (Word, Excel, PowerPoint, Access)
- Youth Empowerment,
- Motivational & Public Speaking,
- Project & Team Management,
- Risk & Sales Management skills,
- Administrative Assistance & Office Administration,
- Program Management & Communication,
- Customer Experience & Customer Relationship Management (CRM),
- Retail Banking & Digital Marketing.

REFERENCES

1. Robert MUTABAZI – Contact Center Manager
(Former Supervisor at NFT Consult Ltd)
Interbank Burundi – (+257) 79924263
mutabert2000@yahoo.fr
2. Alice NIYONKURU – CEO & Founder
Generating Opportunities Burundi – (+257) 76176752
niyonkurualice@gmail.com
3. Epitace NIMUBONA – Headquarters' Branch Manager
KCB Bank Burundi – (+257) 75794166
enimubona@bi.kcbbankgroup.com
4. Baudouin MUHIZIWINTORE – Head of Retail
Banque de l'Habitat du Burundi – (+257) 79517673
muhizibo81@gmail.com

Astor Arakaza

