

CURRICULUM VITAE

Personal Details

First Name: kitoko

Surname : Kuma-kuma

Last name: michel

Date of Birth: 28 July 1975

Gender : Male

Marital Status: Married

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Residential Address: 16 summer Green, Cape Town (RSA)

Permanent Address: Benz-vi en face de Power Sécurité (Bangui Centrafrique)

Nationality: CONGO(RDC)

Languages: English - speak, write and read

French - speak, write and read

Swahili - speak, write and read

Portuguese –speak, write and read

Lingala –speak, write and read

Kikongo–speak, write and read

Zhulu–speak, write and read

Sango-speak, write and read

EDUCATIONAL QUALIFICATIONS

Institute: High School Institute Kikesa/BANDUNDU/ DRC

Grade: Matric (Grade 12)

Year: 1998

Subjects: General Pedagogy, General Methodology, Special Methodology Mathematics, Biology, Philosophy, Peda – Psychology.

- **Institute:** University ISC (Institute Superior of Commerce/KINSHASA/ DRC)

Qualifications: Master DEGREE IN ACCOUNTING

Year: 2003 – 2008

Subjects: Financial Management, Administrative Management, Marketing, Human Resource Management, Financial Management, Finance and Auditing, Accounting, Analysis of Funds, Analytical Accounting, Agricultural Accounting.

- **Institute:** Africa College (Cape Town) RSA

Qualifications: Certificate

Year: 2008/2009

Subjects: Business Management, Administrative Management, Marketing, Human Resource Management, Financial Management, Principals of Accounting, Principals of Marketing.

- **Institute:** Hospitality College of Cape Town /RSA

Qualifications: Certificate

Year: 2010/2010

Subjects: Call centre In bound and out bound Calls, Introduction to Call Centre & Telemarketing Interpersonal Skills, Numerical Skills, Interview Preparation & Presentation Techniques.

- **Institute:** College Capital Guidance Call Centre /CAPE TOWN /RSA

Qualification: Certificate

Year: 2011/2011

Subjects: Techniques of Sales & Marketing, Telephone Etiquette, Team Work Inbound Sale.

- **Institute:** Training Centre RRR- Link (South Africa) Ltd/CAPE TOWN RSA

Year: 2011/2011

Subjects: Sales Management, Finance and Public Relations, Financial Management, Advertising Business, Administrative Management.

- **Institute:**ONG International (ACTION INTERNATIONALE DE DEVELOPPEMENT POUR LA DEFENSE DE DROITS HUMAINS) (Congo-Kinshasa)

Qualifications: Certificate

Year: 2011/2011

Subjects: Conflict Management, Mediation, Meeting Preparation.

WORK EXPERIENCE

1°

Company: Bra-Congo Brasserie du Congo (Beer Skol Industry/DRC KINSHASA)

Year: 1997 - 2008

Position: DELEGUE Commercial

Duties: services provided by the company. Develops, negotiates, and documents the terms and conditions of business and legal arrangements and manages risks assumed in support of company objectives.

Participates in, leads, and coordinates team relationships that lead to a thorough understanding of customers and their requirements, effective long-term customer relationships, customer satisfaction through the meeting of commitments, and continuous improvement of contractual processes.

TO organize, adjust and optimize the work of your employees in the field information campaign, organization of visits, traceability of information.assist in preparation of sales and marketing materials. Additionally for the Sales Organization ,Initial new hire set up and support, report distribution, scheduling, travel, vendor set up Office Depot.You implement the promotion and communication actions of the team based on the means and the tools made available.

Sales assistant - help employees out – answer questions, direct them to the person that can answer the question, equipment support.

Coordinate documentation approval requirements for IT equipment purchases in accordance with Amertia processes, policies and procedures. This includes maintaining equipment approval logs and other related equipment documentation.You are guarantor, through the accompaniment of the team, the quality, the coordination, the consistency of the messages and information delivered to the teams and the methods and tools for monitoring the activity,

Performs other tasks or special projects as requested by management

Collects and organizes information for use in discussions/meetings of senior management and outside individuals. Develops and prepares presentations materials, agendas, correspondence, spreadsheets and notes for executive meetings

Coordinates on-site and off-site meetings as required, ensures logistics are taken care of in an efficient and timely manner

Answers phone for the senior management team, taking messages or fielding/answering all routine and non-routine questions and inquiries.

Works independently, or as a team, on special, nonrecurring and ongoing projects. Act as a project manager for special projects, which may include planning, coordinating, multiple presentations, disseminating information, and organizing company-wide or location specific events

Responsible for clerical duties such as copying, typing, filing, letter merges for mass mailings, document production and assembly for board meetings, and other miscellaneous requests

Assist with any events or meetings in terms of administrative support.

Organizes domestic and international travel arrangements, creates and updates/monitors itineraries and calendars as necessary. Prepares expense reports and ensures timely

Reporting on all 208 depots in terms of Sales, Arrange and resolve queries for customers, set up customer contracts with the company.

II°

Company: Africa Directory Cape Media/ CAPE TOWN / Communication RSA

Year: 2009 /2009

Position: Customer Service Administrator

Duties: Provide customer service regarding material and order status via phone and email.

* Coordinate issue resolution between customer and appropriate internal staff members contract administration, purchasing, finance, plant.

* Meet internal sales goals related to orders and customer service, and monitor own progress toward the goals.

* Create, update, or maintain various reports regarding issues, orders, and sales results.

* Will complete order entry or quote preparation as needed/assigned.

* Perform data entry, maintain spreadsheets, and other database information

* Assist other office personnel with any additional projects as needed.

Exposure to experience in financial service industries and Capital Markets, Insurance

Demonstrated experience in one or several of the following: Personal Lines insurance, Small

Commercial Lines Insurance, Large Specialty Insurance, Life insurance, Capital markets.

Sales of Magazines in Central and East Africa.

Reason for leaving: End of Contract

III°

Company:Top Line Books Industrie/CAPE TOWN / Industrie /RSA

Year: 2010 – 2011

Position: Logistics Coordinator

Duties: Enter and process purchase orders and coordinate deliveries from suppliers ,Coordinate with freight forwarders to confirm daily incoming shipments.

Monitor inventory transactions to ensure shipments to customers are being processed in an accurate and timely manner.

Excellent written and oral communication skills – including effective business writing.

Download/Create data used for Material Planning group

Placing books in retail shops - All South Africa, Zimbabwe and Namibia,Zambia

Reason for Leaving: End of Contract

IV°

Company: MONEY Call Centre/MTN (Goodwood, Cape Town/ Communication /RSA

Year :2011/2011

Position: Senior Sales

Duties:Involvement in setting strategic direction to establish near term goals for area of responsibility.Ensure the execution of the strategy on sales and distribution defined by the general management.

Regularly visit the various points of sale, Distributors and Resellers under his / her supervision and ensure client satisfaction, following a weekly roadmap approved by the Regional Sales Manager.

Ensure the Inventory Management of Distributors as well as the dealer

Organizing and facilitating promotional activities in the field in order to achieve the objectives set

Decisions have a major day to day impact on area of responsibility.Ensure the visibility of the brand and light products in the sector.

Manage distributors and resellers to achieve predetermined and long-term goals and objectives.

decision-making and determining objectives and approaches to critical assignments.

Decisions have a lasting impact on area of responsibility with the potential to impact outside area of responsibility.

Manages large teams and work efforts an individual contributor role at a client or within Company.

Software system implementation with customer support experience in

Call center experience.

Strong project management skills with a proven ability to estimate, plan and effectively executive and control projects to deliver agreed upon scope on time within budget.

Ability to facilitate complex discussions and to development skills with a proven ability to coach and grow project team members.

Strong analytical and problem-solving skills

Exposure to experience in financial service industries Capital Markets, Insurance

Demonstrated experience in one or several of the following: Personal Lines insurance, Small

Commercial Lines Insurance, Large Specialty Insurance, Life insurance, Capital markets.

Responsible for sales of Airtime and phones.

Reason for Leaving: End of Contract

V°

Company: CARTER CENTRE/Logistic Transportation /KINSHASA

Year:2012/2012

Position: Assistant Logistics

Duties:Work closely with the direct sales force and support team and also manage customer-satisfaction relationships.

Identify and qualify product failures and help product engineering understand and solve them

Strategically plan and manage logistics, warehouse, transportation and customer services.Ensure the follow-up of technical complaints for a good support of the business and the clientele.

Liaise and negotiate with suppliers, manufacturers, retailers and consumers.

Help customers maintain the reliability and performance of their systems and resolve potential technical issues

Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency.

Arrange warehouse, catalog goods, plan routes and process shipments.

Resolve any arising problems or complaints.

Supervise, coach and train warehouse workforce.

Meet cost, productivity, accuracy and timeliness targets.

Proven working experience as in logistics department.

Demonstrable ability to lead and manage staff.

Record of successful distribution and logistics management.

Proficient in standard logistics software,Excellent analytical, problem solving and organisational skills.

Ability to work independently and handle multiple projects.

Business Administration, Logistics or Supply Chain.

Supplies Contracts, Load Monitoring equipment, Movement control, Purchase Orders,Material purchases.

End of Contract

VI°

Company: ITM (Information Technology Management/ Information /RDC KINSHASA

Year:2011/2012

Position:Client Service Coordinator

Duties: Assist incoming clients by completing the required documentation, entering all pet information and history in the computer, utilizing proper collars and tags for identification, and ensuring prompt service.

Assist outgoing clients by providing all necessary instructions, information and invoices, dispensing prescription items per the veterinarian's instructions, selling retail products and scheduling future appointments.

Manage the finances by maintaining accurate balances and utilizing proper opening and closing procedures.

Conduct administrative functions as necessary.

Promotes and maintains a positive rapport between customers, other employees and local .

Develops and maintains database of customer history and preferences.

information to anticipate and meet customer requirements.

Provides feedback to Facility staff regarding customer's perceptions and satisfaction levels.

Supports other special events or requirements as necessary.

Service with Clients in the following areas:

- a). Responsible for Internet Sales
- b). Reporting on all client activities
- c). Responsible for keeping good customers
- d). Leading & controlling small businesses in Sales and & Marketing techniques
- e). Reporting to the Sales Manager

End of Contract

VII°

Company: UNITED NATIONS FUND FOR INTERNATIONAL PARTNERSHIP / UNFIP/Cape town /RSA

Year: January 2013/2015

Position :Senior Account Administrator

Input to the control and process of finance transactions, in accordance with defined procedures. Plan and manage mission finances: manage cash and project budgets and oversee accounting management;

O Plan and manage the local and expatriate staff (30 employees) of the mission;

O Implement or update procedures and tools for the administrative, financial and HR management of the RSA for all projects;

O Evaluate and develop the capabilities of the Mission's Administration & HR team;

O Ensure administrative management consistent with RSA legislation and controls, ensuring compliance with risk management policies.

responsible for supporting the Sales Director and implementing various tasks and functions with the highest level of efficiency and accuracy.

The goal is to facilitate the team's activities so as to maximize their performance and the long lasting development of the company.

Creating and maintaining accurate Excel spreadsheets – some include.

Monitoring accounts' websites to ensure accuracy in order to optimize sales.

Resolving issues regarding items not being active, inventory feeds, price discrepancies.

Maintaining good customer relationships by acting as an extension of the sales director.

Requests for merchandise and information when necessary.

Completion of basic external returns and support in the production of all external returns.

Represent the department on various projects and participate in testing.

Maintain relationships with both internal and external partners, to ensure necessary input is provided to support resolution of reconciling items and to maintain controls and ensure procedures are up to date.

responsible for supporting the Sales Director and implementing various tasks and functions with the highest level of efficiency and accuracy.

Effective planning and execution of Internal Audit reviews according to the Audit plan.

* Developing, building and maintaining the audit standards as well as working relationships in the business.

Prepare and produce Internal Audit reports.

Demonstrate strong awareness of risk management and audit controls.

Ensure that Data Protection Act and other regulatory requirements are met.

goal is to facilitate the team's activities so as to maximize their performance and the long lasting development of the company.

Team, the Sales Account Administrator will also interact with merchandising, IT, accounting, operations and customer service.

Anticipating the needs of the sales department must be comfortable creating Excel spreadsheets using formulas, multiple tabs connected by formulas.

Implementation of product launches to customers which may include: completing templates, loading images .

Monitoring accounts' websites to ensure accuracy in order to optimize sales.

Resolving issues regarding items not being active, inventory feeds, price discrepancies.

Crafting customized Power Point presentations.

Maintaining good customer relationships by acting as an extension of the sales director.

Requests for merchandise & information when necessary.

Creating a check and balance system to ensure precise figures.

End of Contract

REFERENCES

Cape Media: Sales Manager: Beverley Stone

Phone: +27 21 681 7000

Top Line Books: General Manager: Mark Dublin

Phone: +27 21 705 6812

Marney Call Centre: Sales Manager: Mrs. Aicha

Phone: +27 76 339 2006

ITM (Information Technology Management): Sales Manager: Mrs. Nour

Phone: +243 97 000 18 93

Carter Centre: General Manager: Sophie Borel

Phone: +243 813 688 939

Bra- Congo Brasserie du Congo (Beer Skol Industry): Commercial Director: Mr. Alesi Morrow

Phone: + 243 813 529 800

United Nations fund for International Partnership UNFI Officer of Human

Resources; RICHARD DICTUS

Phone: +27216086912

I certify that above mentioned is true and correct

MICHEL KITOKO KUMA KUMA