

# ERIKO HENRY MWENGE

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## PROFESSIONAL SUMMARY

I am a high performing business strategy and operations management professional with a background in business administration, economics and international commerce. I bring over 10 years of experience managing projects in a range of areas, including commodity trade & market analysis, environmental sustainability, distribution of consumer-packaged goods and continuous improvement of business operations. Having lived and worked in Zambia, China and Canada, I foster inclusivity and collaboration in all my workplace and stakeholder relations. I aim to guide teams to arrive at business solutions that not only work, but stick.

## SKILL SUMMARY

- Strategic Operations Management
- Project Leadership and Process Optimization
- Data Analysis (Microsoft Power BI, Excel)
- ERP Systems
- Key Customer Accounts & Relationship Management
- Collaboration and Teamwork
- Public Speaking and Presentation
- Cost Estimation and Analysis

## EDUCATION

### Master of Business Administration (Accelerated)

Smith School of Business, Queen's University

**2023 – Present**  
Kingston, ON

- *Details:* Student Cabinet Member; Specialization in Strategic Operations and Fleet Management; Certificate in Social Impact; *Capstone Project:* Strategy Consultant, Marathon Watch Company Ltd

### Postgraduate Certificate in Blockchain Development

George Brown College

**2020**  
Toronto, ON

- *Details:* Final project awarded top 5 most promising technology solutions by Zambia National Commercial Bank; Specialization in digital currencies for supply chain management and decentralized structured financing solutions

### Bachelor of Science Economics and International Commerce

Zhejiang University of Science and Technology

**2015**  
Hangzhou, China

- Thesis: *The Impact of Policy Reform on the Competitiveness of Companies in the Financial Services Industry in China with a Primary Focus on the Shanghai (Pilot) Free Trade Zone*

## CERTIFICATIONS AND SPECIALIZED TRAINING

### Project Management Professional (PMP) Certification

Udemy

**Present**

### Lean Six Sigma Yellow Belt

Adonis Partners

**2022**

### Building a Financial Model of a Company

The Marquee Group

**2022**

### Certificate in Banking and Finance

Zambia Institute of Banking and Financial Services

**2009**

## PROFESSIONAL EXPERIENCE

### Business Operations Analyst – Projects

Proactive Group of Companies

**2023**  
Brampton, ON

- Promoted to new role requiring collaboration with cross-functional teams to identify, gather and estimate financial data to inform executive-level decision-making.
- Led lean six sigma projects which identified cost-saving opportunities and process improvements.

**Senior Supervisor – Key Accounts and Operations Management**

**2020 – 2022**  
Brampton, ON

Proactive Group of Companies

- Led a diverse, collaborative, and agile hybrid cross-functional team of 15 to deliver operational excellence for key North American retail and perishable food production clients.
- Increased revenue from 4 key client contracts by identifying mutually beneficial business opportunities and influencing cross-company executive level buy-in to secure management of high value goods and just-in-time projects.
- Managed 2 internal and 2 overflow warehousing operations to ensure replenishment of critical medical PPEs for Ontario hospitals during the COVID-19 pandemic (2020-2022).

**Market Research Analyst – Soft Commodities**

**2019 - 2020**  
Lusaka, Zambia

The Briefcase Trader Ltd.

- Influenced and organized a team of 4 to create a first of its kind report that tracked grain prices and market factors for the public, earning a 2019 IAPRI Champions of Agricultural Policy Reporting award in first year of reporting.
- Marketed a premium weekly trading strategy report to 300 paid subscribers and secured bespoke grain aggregation mandates for small to medium scale processors across Zambia, Zimbabwe, Malawi, and South Africa.

**Regional Operations Manager (USAID Community Forests Program)**

**2016 – 2019**  
Eastern Province,  
Zambia

Bee Sweet Honey Ltd (now TreeTop Honey Ltd.)

- Oversaw the implementation of beekeeping as an alternative source of sustainable income for households dependent on wildlife poaching and deforestation in the South Luangwa National Park and other REDD+ Zones in Zambia.
- Led 15 operators to plan and execute top bar beehive installations across 1 million hectares of REDD+ forest within 6 months, resulting in 20% increase of Hazard Analysis and Critical Control Points (HACCP) certified honey harvest.
- Managed project efforts with an overall ground-level approach resulting in the success of Luangwa Community Forests Project and earning client (Bio Carbon Partners) their 5th carbon trading verification (VERRA) which saw them emerge as a global leader in forest carbon offsetting.

**Intern – Assistant to Regional Managing Director**

**2014**  
Hangzhou, China

Sunkiss Matherm Radiation (Asia)

- Supported regional managing director to gather, analyze and present market data to French-based board of directors, resulting in board buy-in to relocate core product manufacturing from France to China in 2017

**EXTRACURRICULAR EXPERIENCE**

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**Volunteer Consultant**

**2023 – Present**  
Toronto, ON

Endeavour Consulting

**Rugby Player**

**2020 – 2023**  
Vaughan, ON

Vaughan Yeomen Rugby Club

**Co-Founder and District Manager of Rugby**

**2011 – 2017**  
Hangzhou, China

Hangzhou Rugby Association

**ADDITIONAL INFORMATION**

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- Associate Member – Chartered Managers of Canada
- Additional languages spoken: French (beginner) Bemba (full fluency), Chinese Mandarin (conversational)