

Jean Claude Kamwenubusa

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BACKGROUND SUMMARY

- Bilingual administrative assistant/ programs support who enjoys working in dynamic and fast-paced environments, managing multiple priorities, meeting deadlines, and learning new skills.
- Ability to listen, ask probing question to retain customers and tactfully respond to client enquiries and complaints,
- Ability to work independently and in team settings with passion for service excellence and client satisfaction,
- Solid knowledge of clerical and general office procedures and proven administrative experience of working more than 16 years in community based non-profit organizations, NGOs, call center, microfinance programs and educational organizations in executive role and as an agent for management of a Non-Profit organization's account and recruitment program
- A cute attention to details, analytical thinking, decision-making, problem-solving and effective management skills. Administrative assistant skills include performing secretarial and administrative duties, executive support to the board of directors, assisting the office with creating presentations, producing documents, designing, and editing presentations canvas models, doing research of innovative idea for renovating the programs and projects development, strategic partnership and fundraising, accounts management on social networks and medias groups, public speaking, seminar & conference planning, preparing minutes of meetings, hosting events, gatherings and animating the Executive meetings with the Board members of Directors and General Assembly, training the staff, the groups, and volunteers by ensuring that all support activities necessary for the Human Resources Division are carried out in an efficient and timely manner. Other skills include technical writing, telephone and email communication skills, recruitment, web contents creation, etc.
- Exceptional experience in customer service representative support, providing customer service, assess client's needs and liaise with service providers, partner organizations and other stakeholders and staff in support of office management
- Approachable team player with a reputation for establishing good working relationships with a range of different people, young people, and engaging communities, and handling all matters with integrity.
- Excellent digital marketing and computer skills with knowledge of Windows, MS office, video conferencing (Zoom, skype, Gmeet, Microsoft teams, virtual classroom)
- Knowledge of conducting research and new products development by using user research process and designing strategies,
- Strong computer skills Microsoft office suite (MS word, excel, PowerPoint.), creative presentation software in Canva models and Cloud based web platform Organization administrative support skills,
- Digital marketing skills and knowledge of social networking strategies, media strategies, e-commerce, ICT policy, risk prevention, and using video conferencing tools (Zoom, skype, Gmeet, Microsoft teams, virtual classroom)
- Experience in new products development and innovative software engineering process from scratch for educational institutions (Edtech) or schools, and microfinance institution or (Fintech) : High capacity for imagination of the cases to identify problem/ business ideation, and propose solution, strategic planning, conducting user persona research, legal documents, analyzing and synthesizing information, and features identification, user flow, wireframe, high fidelity designs contents analysis skills, designing User interface (UI) and User Experience (UX) skills and testing solutions,
- Fluent in English, French, Kirundi, Swahili, and in Kinyarwanda asset to make difference in programs for multicultural clients

PROFESSIONAL EXPERIENCE

Food Clerk (Part-Time)

Food Basics Ottawa, ON | October 2021-January 2022

- *Completed employee training programs on cash management software, restocked products, itemized merchandise,*
- *Worked in the front office as a cashier, provided exemplary customer service, purchasing, scanned products, authorized, and confirmed payments by using a food store management software and desktop computer, thanked customers, and classified receipts, and helped with packaging customer purchases in bags,*
- *Answering call from other cashiers to help customer locate product on shelves, assistance on restocking returned products on*

- shelves, supported customers with their questions, smiled and greeted customers in a friendly manner,*
- *Facing products and rotating products, check merchandises are correctly on shelves, handled in accordance with food safety and food safety guidelines to ensure a safe shopping environment*
- *Reporting to supervisor about any events in the food store,*
- *Making sure the workplace is safe for other employees and client's health*

TRANSITIONAL EMPLOYMENT

Mentoring Generation Africa, (Virtual Service), Ottawa, ON.

MasterCard Foundation Scholars Program through Baobab Platform by Arizona States University (ASU) | January 2022-Present

- *Provide exceptional customer service representatives to the scholars with a proven experience in communication, with strong communication, analytical, problem-solving, and effective management of customer relations skills.*
- *Mentor for MasterCard scholars to provide them with motivational advice that help them to succeed, make career and small business decisions,*
- *Act as the point of contact for internal and external clients including correspondence management and electronic inquiries, providing written and oral translation, interpretation, and supporting team lead in identifying new talent & manage on boarding*
- *Serve as an agent for management of account and recruitment in Baobab cloud-based web platform,*
- *Provide best collaboration experience with strong skills and abilities to take charge of telephone calls, email exchanges, face-to-face customer services, programs development and to inform users according to their request.*
- *Help scholars with my experience in troubleshooting, tech support, customer relations by using a CMS software/ Web-based Customer Management systems, handling customer complaints, and maintaining a positive and friendly disposition.*
- *Use Baobab platform to connect to mentees and explore products employing email and chat applications to communicate directly to mentees.*

Coordinator, professional's entrepreneurship program

John C and Elie K International University Foundation, Bujumbura | October 2013-January 2020

Involved on a part-time basis from inception of start-up program working virtually in the evenings with some on-site office work.

- *Responsible for financial planning and membership services at start-up community credit union whose mission was to provide micro-loans to small businesses, create partnerships between entrepreneurs, and assist non-profit workers to become income-generating enterprises.*
- *Liaised with successful candidates and completed onboarding of approximately 175 new members annually and coordinated a group of more than 500 volunteers from the United Nations Volunteering organization.*
- *Hosted and moderated virtual introduction meetings between new candidates and other group members to communicate program objectives and the result expectations for the team maximizing the use of management tools to reach community goals.*
- *Program administration focused on reviewing applications, scheduling meetings, preparing correspondence, arranging appointments, requesting information, and maintaining records.*
- *Worked with board of directors to create framework for program including, credit policies and guidelines, loan approval criteria, credit product development, and automated application forms.*

Founder and executive director of ASASS non-profit.

Association pour la Solidarité et l'Assistance Socio-Sanitaire asbl, Bujumbura | February 2005-December 2021

Founder and executive director of ASASS non-profit

- *Led executive committee by providing exemplary community support into three main projects: community health clinic, schools, and microfinance. The Village Saving and Loan Association (VSLA)*
- *Main responsibilities included project development, strategic partnership development, software engineering, digital marketing via website creation, grant proposals writing and fundraising.*

- *Successful outcomes with higher impacts included a established a community health clinic in Kanyosha, Bujumbura with donated medical equipment from overseas, build a district international school center for children in underserved communities, in North of Bujumbura, and launched a micro loan and saving service for workers and entrepreneur parents of our students, in Buterere District*
- *Special initiative involved shipping a donated 40-foot container of medical and construction materials for a new clinic of ASASS non-profit by Crossroad Hong Kong foundation.*
- *Coordinated the activities and administration of the Settlement Program for returning citizens looking to reestablish locally.*
- *Acted as recruitment management for UN volunteer online program of UNDP (January 2007-January 2021,)*
- *Supported by a non-profit organization established in East Africa, Burundi ASASS was looking for books, worksheets, flashcards and illustrated storybooks for children in a new elementary district school center in Buterere, North of Bujumbura, 2019-2020.*

Languages Teacher, K-12 and adults

School of Languages program Bujumbura | January 2009-January 2012,

- *Taught English and Financial literacy skills for Business Owner of Small and Medium Income*
- *Taught English class at university of Burundi in the Campus Kamenge to finalist students in association,*
- *acted as English trainer to 180 employees in 11 Bujumbura Early Childhood centers and elementary schools,*
- *Taught French to children ages K-12 student*
- *Translated all course materials from English to French and vice-versa*
- *Facilitated the conferences and forums events organized in English in East Africa and Bujumbura hotels,*

Coordinator,

Education Saves Lives (formerly Thare Machi Education), UK | January 2016-January 2018

- *Translated 32 course materials (more than 800 pages) from English to Kirundi*
- *Recorded in audio in a studio and shared audio recordings of Kirundi version to UK charity owner courses to create adult's educational video lessons in DVDs for Burundi,*
- *As a coordinator I ordered DVD lessons and managed stock, distribution of received DVD lessons,*
- *Sensitized leaders of the organization and community stakeholders and delivering materials,*
- *Animated national workshops through regional network for Video based learning in understandable languages (Kirundi),*
- *Successfully reached, spoke, and trained 600,0000 people who attended the training workshops in a period of year,*
- *Data management of photos, videos, files, contacts, and reports*
- *Received thanks with letter for recommendation*

EDUCATION

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| Arts In Medicine, Certificate, University of Florida Center for Arts in Medicine, Gainesville, USA. | 2017-2018 |
| Communication, Bachelor's Degree, first year completed, University of Lake Tanganyika, Bujumbura | 2011-2012 |
| High College, Diploma, Moderns Arts, Lycée Municipal de Buyenzi, Bujumbura | 2004-2007 |
| Secondary Education, Certificat, Lycée Don De Dieu, Bujumbura | 2000-2004 |
| Primary school, Certificate, Buterere Primary School, Bujumbura | 1994-2000 |

OTHER TRAININGS

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| Entrepreneurship and advanced English, World Skill Organization, Ottawa Ontario, Canada. | 2021-2022 |
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| English As Second Language (ESL), St Joseph Adult High school Ottawa, Ontario | 2017-2018 |
| Diaspora Entrepreneurship Management, Diploma, West Midlands Open College, UK. | 2014-2016 |
| Internet Governance and ICT policy, Certificate, DiploFoundation, | 2011-2012 |

VOLUNTEERING EXPERIENCE

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| Community Usher: Welcoming fellows, Transforming Life Center, TLC, Ontario Ottawa | 2017-2020 |
| Recruitment Management for NGOs in East Africa, United Nations Volunteers Services (UNV) | 2007-2021 |
