

SAMMY NKEMBO NZUNGU

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PROFILE

Dedicated employee with 9 years of experience in customer service with the United Nations Peacekeeping providing a positive and memorable experience in general administrative office and logistics management support and 4 years managing Network and Data base as IT support specialist.

Competencies: Customer Service • People Management • Teamwork • Flexible • Conscientious • Enthusiastic • Honest • Act with Integrity • Work with little supervision • Problem solver.

VOLUNTEER

1. **Volunteer PCH | 1 July 2024 | Ottawa/Canada** **Distribution & Services**

Canadian day at Canadian Military Museums, Ottawa

2. **Woodvale Pentecost church | Jan 2024 – to present | Ottawa/Canada** **Greeter**

- Create a Scheduling Center account.
- Greet guests and their families upon arrival in a friendly manner.
- Accompany guests to appropriate area.

PROFESSIONAL EXPERIENCE

MONUSCO, United Nations | Kinshasa (Democratic Republic of Congo), Nov 2019 – Aug 2023

Administrative Assistant

- Prepared, reviewed, and proofread correspondence, invoices, presentations, brochures, publications, reports and other related documents from dictated or handwritten notes.
- Established and coordinated administrative policies and procedures for officials, committees, and boards of directors.
- Analyzed incoming and outgoing memoranda, submissions, and reports and prepared and coordinated the preparation and submission of summary briefs and reports to executives, committees, and boards of directors.
- Prepared agendas and plan for committee, board, and other meetings.
- Established and maintained manual and computerized information file systems.
- Arranged travel and made hotel reservations for VIP/section's chief and official delegates.
- Compiled data, statistics, reports, and other information to support research activities and decision making.
- Supervised and trained clerical staff in working methods and the use of common software.
- Liaised with departmental and corporate officials and with other organizations and associations on behalf of executives, committees and boards of directors.

MONUSCO, United Nations | Kinshasa (Democratic Republic of Congo), Apr 2014 – Oct 2019

Logistics Assistant

- Performed administrative duties such as making monthly attendance sheets, MOPs, Security clearances, F10, and CMR for UN staff as well as for CENI staff.
- Made requests for new employee onboarding documents such as ID Cards, work tools and office supplies.
- Prepared welcome Kits with general information on the current electoral processes.
- Planned, organized, and directed administrative services such as signage, cleaning, maintenance, parking, safety inspections, security, and snow removal.
- Planned, organized, directed, controlled, and evaluated construction projects to modify commercial, transportation and recreational facilities and real estate.
- Oversaw the installation, maintenance and repair of real estate infrastructures including machinery, equipment, and electrical and mechanical systems.
- Participated in the deployment of electoral material/kit to the different registration/enrolment centers.
- Managed the section vehicles and ensured their maintenance in close collaboration with the fleet management unit.
- Organized, directed, controlled and evaluated the operations of commercial, transportation and recreational facilities and the included real estate.
- Planned and managed the facility's operations budget.
- Prepared or oversaw the preparation of reports and statistics related to areas of responsibility.

BEDECOM | Kinshasa (Democratic Republic of Congo), Feb 2010 – Mar 2014

IT Support Specialist

- Assisted with maintaining functional specifications for computer application systems, programs, and procedures.
- Assisted in ongoing reviews with users and developers; liaised with users to define and specify requirements; assists with version management, data recovery and deployment to users' offices.
- Implemented and maintained security controls for various applications; ensured that security controls are in place, monitored and enforced; assisted with the maintenance of accurate access control lists including rights and privileges.
- Supported Data Recovery/Business Continuity software applications and systems.
- Assisted with the implementation of network projects in accordance with Company requirements.
- Assisted with the review of network configuration to ensure maximum efficiency and optimal usage of resources.
- Created targeted campaigns that increased revenue by up to 200% in non-traditional high-volume times.
- Supported the management of network backup and security enforcement policies.
- Worked as part of the team to ensure the integrity of various internet work connections.
- Assisted with the implementation of new and emerging technologies for voice, video, and data integration.
- Provided input for the preparation of various technical and user documentation for deployed computer application systems, training materials, technical presentations; assists with the drafting of correspondence and communications, including work plan revisions, and unit contributions for a variety of periodic reports.
- Operated and maintained the various implemented Data Security projects with emphasis on network security, monitoring, resourcing, and other standard technologies.

EDUCATIONAL BACKGROUND

BA Computer Science: Telecommunications/Network Administration, December 2006

International Christian Liberal Arts University, Kinshasa/Democratic Republic of Congo

Diploma in Business and Administration, July 1994

Ibanda Institut Bukavu/Democratic Republic of Congo.

CERTIFICATES

Ottawa Carleton District School Board, from January to June 2024

- English Second Language 5/6
- ESL for Customer Service

Britannia Woods Community House | Ottawa/Canada

SNAP GIRLS PARENTS GROUP (Stop Now and Plan)

The ways to resolve problems in our environment.

PROFESSIONAL DEVELOPMENT

- General Administration Office
- Prince 2
- Project Management
- Microsoft Excel, MS Word, MS PowerPoint, MS Publisher, MS Outlook.
- Security management
- Lost prevention
- Safe and secure approaches in field environments
- Advanced security in the field
- International relations, Humanitarian and development affairs
- Client orientation
- Operational Logistical Support
- Logistical support to United Nations Peacekeeping Operations
- Umoja program.