|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | | |
| **Telephone Number: 4187120079**  **Email: ilungaheritier09@gmail.com**  Physical address: 595 5e Avenue, H8S 2W1,Montreal  Nationality: Democratic Republic of Congo  Date of birth: 09/01/1999  Gender: Male  Working status: Valid | | | | | | | | |
|  | | | | | | | | |
| **Professional Profile** | I am an energetic, ambitious and dynamic individual with a passion for the customer service industry. I am self-motivated, creative, and adaptable and I have an eye for detail. I have strong team player skills as well as communication skills and I have a respectful manner in dealing with people and I have also gained problem solving skills. Based on my previous positions at 7 Events Africa, I learned how to follow instructions and I could work without supervision. As a young, self-driven, and mature person I can adapt well in new environments and I would always go the extra mile for my employer and I have a responsible approach to any task that I undertake. I am confident that I will be a valuable support for your team and with my work-ethic and motivation I will do my best for your company. | | | | | | | |
|  | | | | | | | | |
| **Key Skills** | * Research * Administration Skills * Cold Calling * Editing and Proof reading * Social Media Management * Able to work under pressure * Social Media Co-ordination | | | | * Customer service skills * Communication Skills * Leadership Skills * Team Oriented * Detail oriented * Problem Solving Skills * Trustworthy * Punctual * People Relations | | | * Waitron and Bartending training * Knowledge of restaurant equipment and tools * Knowledge of food & drinks * Hygiene standards |
|  | | |  | | | | | |
| **Experience** | **Company** | | **7 Events Africa** | | | | | |
|  | **Position** | | **Marketing & People Relations Assistant** | | | | | |
|  | **Dates of Employment** | | **Feb 2020 - Present** | | | | | |
|  | **Key Responsibilities** | | * Acquired new speakers for our summits and maintain a good relationship with existing speakers. * Researched companies and individuals in the Cyber Security industry before approaching them to come on board. * Assisted the Managing Director in editing and proofing read all the content coming from the marketing and production departments before they were sent to social media. * Attend events and produce live social media content. * Maintain unified brand voice across different social media channels. * Collaborate with marketing team to create a social media calendar. * Monitor social media channels for industry trends. * Interact with users and respond to social media messages, inquiries, and comments. * Review analytics and create reports on key metrics. * Assist in the development and management of social media marketing and influencer marketing strategy.   . | | | | | |
|  | **Reason for leaving** | |  | | | | | |
|  | **Company** | | **7 Events Africa** | | | | | |
|  | **Position** | | **Sales and Customer Service Assistant** | | | | | |
|  | **Dates of Employment** | | **Sept 2019 – Feb 2020** | | | | | |
|  | **Key Responsibilities** | | * Manage incoming and outgoing calls to0 all our C- suite executive clients and heads of organizations in South Africa and around the world. * Manage large amounts of incoming phone calls * Generate sales leads * Identify and assess customers’ needs to achieve satisfaction * Build sustainable relationships and trust with customer accounts through open and interactive communication * Provide accurate, valid and complete information by using the right methods/tools. * Meet personal/customer service team sales targets and call handling quotas. | | | | | |
|  | **Reason for leaving** | | I was promoted | | | | | |
|  |  | | **Doppio Zero** | | | | | |
|  | **Company** | | **Waiter (In service training)** | | | | | |
|  | **Position** | | 2019/05 | | | | | |
|  |  | | As a waiter in training, I worked in all areas of the restaurant that included the kitchen and the bar. I prepared drinks in the bar area and cleaned glasses making sure that the bar area was also clean and in order. I served food to customers and this meant that I had to communicate efficiently with the kitchen to make sure that I served the food was served on time. | | | | | |
|  |  | | I had completed my practical training | | | | | |
|  |  | |  | | | | | |
|  | **Company** | | **DLC – Troy: The Fallen City** | | | | | |
|  | **Position** | | **Background Artist** | | | | | |
|  | **Dates of Employment** | | 07/12/2017 To 28/12/2017 | | | | | |
|  | **Key Responsibilities** | | My role was to take orders from the director’s assistant and to fulfil their orders. I carried out orders and played a character role. | | | | | |
|  | **Reason for Leaving** | | End of contract. | | | | | |
|  |  | |  | | | | | |
|  | **Company** | | **Debonairs Belhar** | | | | | |
|  | **Position** | | **Ordering and Cutting Pizza** | | | | | |
|  | **Dates of Employment** | | 30/06/2017 To 24/07/2017 | | | | | |
|  | **Key Responsibilities** | | In this position, my role was to take orders from the customers and to deliver to the people making the pizzas. I worked in a team and developed communication skills. | | | | | |
|  | **Reason for Leaving** | | End of contract. | | | | | |
|  |  | |  | | | | | |
|  | **Company** | | **The Xtramile Agency – Scorpion King: Book of Souls** | | | | | |
|  | **Position** | | **Background Artist** | | | | | |
|  | **Dates of Employment** | | 04/01/2016 To 15/01/2016 | | | | | |
|  | **Key Responsibilities** | | My responsibility was to carry weapons and perform stunts. I also had to carry out the director’s orders. This job improved my communication skills and coordination. | | | | | |
|  | **Reason for Leaving** | | End of contract. | | | | | |
|  |  | |  | | | | | |
|  | **Company** | | **The Crown II – Moonlighting 000 Productions (PTY) Ltd.** | | | | | |
|  | **Position** | | **Musician and Background Model** | | | | | |
|  | **Dates of Employment** | | 02/12/2016 To 05/12/2016 | | | | | |
|  | **Key Responsibilities** | | * In this position I had the role as a musician and background model and I had to follow the director’s instructions. I was able to play the music without supervision and I had to be patient, because I had to stand or walk at the same spot for a few hours. | | | | | |
|  | **Reason for Leaving** | | End of contract. | | | | | |
|  |  | |  | | | | | |
| **Education and Training** | **Institution** | | **Hospitality and Commercial College** | | | | | |
| **Course/Qualification** | | **Waitron and Bartending** | | | | | |
| **Dates** | | 04/03/2019 To 04/04/2019 | | | | | |
|  | |  | | | | | |
| **Institution** | | **Excelsior Senior Secondary School** | | | | | |
| **Course/Qualification** | | **Grade 12 – National Senior Certificate** | | | | | |
| **Dates** | | 2014 - 2018 | | | | | |
|  |  | |  | | | | | |
| **Computer Skills** | * Email * Microsoft Word * Microsoft Office | * Internet * Microsoft Excel * Microsoft Outlook | | | | | | |
|  |  | |  | | | | | |
| **Languages** | * English | | | * Afrikaans | | |  | |
|  |  | |  | | | | | |
| **References** | **Name** | | Samantha Petersen | | | | | |
|  | **Position** | | Managing Director | | | | | |
|  | **Company** | | 7 Events Africa | | |  | | |
|  | **Contact** | | 064 870 7049 | | |  | | |
|  |  | |  | | | | | |
|  | **Name** | | Mr. James | | | | | |
|  | **Position** | | Leader of Brass Band | | | | | |
|  | **Contact** | | 084 061 6430 | | | | | |
|  |  | |  | | | | | |
|  | **Name** | | Muhammad | | | | | |
|  | **Contact** | | 073 725 2815 | | |  | | |
|  |  | |  | | | | | |
|  | **Name** | | Dawson | | | | | |
|  | **Contact** | | 083 447 8997 | | |  | | |