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| **Telephone Number: 4187120079** **Email: ilungaheritier09@gmail.com**Physical address: 595 5e Avenue, H8S 2W1,MontrealNationality: Democratic Republic of Congo Date of birth: 09/01/1999Gender: Male Working status: Valid  |
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| **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. |
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| **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
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| **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.

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|  | **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.
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|  | **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  |
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|  | **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. |
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|  | **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. |
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|  | **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. |
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|  | **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.
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|  | **Reason for Leaving** | End of contract. |
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| **Education and Training** | **Institution** | **Hospitality and Commercial College** |
| **Course/Qualification** | **Waitron and Bartending** |
| **Dates** | 04/03/2019 To 04/04/2019 |
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| **Institution** | **Excelsior Senior Secondary School** |
| **Course/Qualification** | **Grade 12 – National Senior Certificate** |
| **Dates** | 2014 - 2018 |
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| **Computer Skills**  | * Email
* Microsoft Word
* Microsoft Office
 | * Internet
* Microsoft Excel
* Microsoft Outlook
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| **Languages**  | * English
 | * Afrikaans
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| **References**  | **Name** | Samantha Petersen |
|  | **Position** | Managing Director |
|  | **Company** | 7 Events Africa |  |
|  | **Contact** | 064 870 7049 |  |
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|  | **Name**  | Mr. James |
|  | **Position** | Leader of Brass Band |
|  | **Contact**  | 084 061 6430 |
|  |  |  |
|  | **Name**  | Muhammad |
|  | **Contact**  | 073 725 2815 |  |
|  |  |  |
|  | **Name**  | Dawson |
|  | **Contact**  | 083 447 8997 |  |