

NGINDU JOHNSON BELANGENYI

CONTACT



RECONVILIER, Berne 2732



233208646231



jbelangenyi@gmail.com

CORE QUALIFICATIONS

- Expense management
- Event planning
- Resource allocation
- Team management
- Project problem-solving
- Administrative support

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

EXPERIENCE

January 2013 to Current

Coordinator *Fondation Swiss-Exile*, BIENNE, Berne

- Trained new employees on company processes, systems, policies and regulations.
- Successfully organised projects, completing them on time and within budget.
- Closely oversaw production, successfully solving problems.
- Ensured timely, accurate entering of data onto Customer Relationship Management (CRM) system.
- Used efficient and smart problem-solving skills to resolve wide variety of issues throughout projects.
- Conducted consultations with clients to generate in-depth understanding of project needs, requirements and budgets.
- Successfully negotiated best prices with suppliers, reducing project expenses.
- Interacted with other departments and directed grant proposals.
- Managed stocktaking, counting and re-ordering of supplies to avoid project delays.
- Coordinated project activities, delegating tasks based on priorities and work needed.

January 2011 to January 2012

Teacher *Ecole secondaire St Imier*, St Imier, Berne

- Planned and implemented lessons utilising variety of teaching strategies to meet diverse student needs.
- Established positive relationships with students, parents, fellow teachers and school administrators.
- Taught students in various stages of cognitive, linguistic, social and emotional development.
- Encouraged students to persevere with challenging tasks.
- Employed broad range of instructional techniques to retain student interest and maximise learning.
- Earned positive feedback from parents regarding classroom instruction and student learning success.

January 2008 to January 2011

English Language Instructor *Flying Teachers*, Berne, Berne

- Carried out thorough lesson planning, enabling complete curriculum delivery within set term times.
- Demonstrated exceptional knowledge of delivering online lessons, setting up, managing and maintaining good Zoom connections.
- Adapted teaching styles to suit student capabilities and

competencies, maximising their potential.

- Maintained professional home working environments, selecting clear, well-lit settings.

January 2007 to January 2008

Call Centre Supervisor *China Business Centre*, Berne, Berne

- Answered and dealt with agent questions, regarding best practices, complex customer cases or difficult calls.
- Hired trained and developed [Number] employees per month to become talented, hardworking and proactive team players.
- Successfully and efficiently managed employee matters, including work schedules, holiday requests and internal complaints.

January 2006 to January 2008

Transcriber translator *Prosecutor Office, ICCI*, The Hague, The Hague

- Thrived in fast-paced environment with energy and enthusiasm.
- Developed team communications and information for meetings.
- Organised files to support efficiency and traceability.
- Built and maintained courteous and effective working relationships.

January 2004 to January 2007

Call Centre Operator *SwissCall Communications*, Bienne, Berne

- Stayed up to date in product additions, changes or removal to efficiently answer customer queries.
- Maintained excellent customer satisfaction by quickly and effectively problem-solving customer issues and complaints.
- Independently managed customer queries and issues whilst under high pressure and in deadline-driven environments.
- Cultivated excellent customer relationships by going the extra mile to solve complaints and find information.

January 2003 to January 2005

Drama Actor *Théâtre de Berne*, Berne, Berne

- Worked with recording engineers to produce high quality voice over work to meet project requirements.
- Networked and liaised with agents, managers and other industry contacts.

January 2003 to January 2004

English Language Lecturer *Institut Universitaire Fotso Victor de Bandjoun*, Bandjoun, Bandjoun

- Higher School professional English
- Discussed pupils' progress with parents and carers, building open and honest relationships.
- Updated learning resources to achieve curriculum goals.
- Organised after school club activities and field trips.

January 1992 to January 1998

English and French lecturer *Université de Yaoundé*, Yaounde, Yaounde

INTERNATIONAL RELATIONS INSTITUTE OF CAMEROON IRIC
LECTURER OF DIPLOMATIC ENGLISH

EDUCATION

2002

**Certificate of Higher Education LEGAL WRITING
UNIVERSITY OF GENEVA, GENEVA**

1986

Master's Degree Translation and Interpreting, French, English

United Kingdom

Français Langue maternelle et professionnelle Anglais Langue
professionnelle Ciluba Lingala Allemand Deuxième langue maternelle
Troisième langue Quatrième langue

1984

Diploma of Advanced Studies Linguistics and English Language

University of Lancaster, United Kingdom

11.2002

International Course on Peace-building and Good Governance

Workshop for the Training of Trainers

United Nations Institute for Training and Research

10.2002

Conflict management institute

Legon Centre for International Affairs, Accra, Ghana, Italy

06.2007

Certificate for Advanced Studies in Friedensarbeit

Fachhochschule für Soziale Arbeit, Basel