**Curriculum Vitae**

**Address:**

Lot 1 Block 14B, Pembo Makati

Philippines

Nzanzuwavo-Mbaleka

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**E-mail: wavombaleka2@yahoo.fr**

**Career Objective**

To secure a position where by hard work, dedication and the ability to acquire new skills will advantage any company I work for.

**Experience**

> Globalsign: Tier 2 French technical support (Dec 2015- Jan 30): Internet security specialization.

> GENPACT: Medical French Process associate (June – August15): Medical transcriptionist for GSK Québec.

> Chartreuse Prime Recruitment Specialist Inc.: Operations manager and French consultant (April 2104 to March 30)

. Recruitment, selection and evaluation

. Monitoring the performance of the personnel

. Audit of data integrity

. Handle Quebec investor’s communications and missions

. Manage overall operations of the agency including a training center and a dorm

> Freelancer French interpreter and projects, proposals and online games translator: Jan 2013 to march 2014

> Call center Telecommunication, working as **Implementation Adviso**r/ French technical Support at Acquire Asia Pacific from May 2011 to December 2012

* Do help customer with small businesses to improve their customer services by selling then toll free number, configuring their phones due their needs and request.
* Set up their account with RingCentral and also troubleshoot all issues
* Credit Card related Transaction

Call center **Technical Support Representative**/Multilingual with Cyber-net Slash Support (CSS) in Taguig from August2010 to April 2011)

I was supporting wireless and wired networking that required the use of devices such as:

-Routers, modems, IP camera, network accessories, VoIP, wireless, Power over Ethernet, KVM, Switches, Power line, Adapters, Print servers and others.

- Where knowledge of computer hardware and software, usage of different operating system and navigation using different browsers was highly recommended.

>Call center **Customer Service Representative**/Multilingual in a Financial account with Stream Global service,. (October 2009 to June 2010)

We were supporting a Gift-card of the American Express bank where we had to:

- Entertain all the inquiries regarding all transaction made by our Customers using their Gift-cards

- Check their transactions history

- Place online orders for them and other transactions

Other accomplishments:

1. Translator and interpreter at **Plus EV Translation Service**

**Address:**3/F, Builders Center Building, Salcedo, Legazpi Village, Makati, 1229 Metro Manila

**Phone:**(02) 505 0902

1. French Translator and interpreter at **Visum Institut**

**Address:**2nd Floor Susana Arcade, Alabang-Zapote Road, Almanza Uno, Las Pinas, 1750 Metro Manila

**Phone:**(02) 966 1195

Training : 1. Heath District Office (Zone de Santé Urbano-Rurale de Katwa) 6 months

2. Youth Alive Training for Trainers: 5 days of learning how to keep young alive when you are conducting and activity with them, which helps me to build a relationship with customers?

3. Deaf-mute Communication: half day training. The benefit of this training was to learn how to have patience even with the person you cannot entertain easily.

**Skill Set**

Computer Literacy : knowledge of wireless and wired networking devices configuration such as

* Routers
* Switches
* Access Points
* Modem
* KVM
* USB wireless/Bluetooth
* IP camera
* Power line
* Print server
* Wireless printer
* Wireless speakers and others to be connected to the network

: Knowledge of remote access of IP camera, Routers, and others that requires the use of IP address

: MS office 97-2010

: Use of different operating systems

: Navigate with different browsers

: Little knowledge of web designing

: Basic computer trouble shooting

: Salesforce

: JIRA

: Outlook

: Telecommunication via VoIP (set up and configuration on mobile and telephone computer with different OS)

Fundamental Web designing (HTTP, FTP, HTML, oracle but I need a training to remember all)

**Educational Qualification**

**2006-2008:** Adventist International Institute for Advanced Studies (AIIAS)

**Country :** Philippines

**Master’s in Public Health:** Almost completed, where I had to learn health promotion and how to use the modern technology in health system information

**Institution:** Adventist University of Lukanga

**Country :** Democratic Republic of Congo

**Qualification:** Bachelor in Public Health

**Completed:** 2005

**High School:** Mahuzurio High School

**County :**  Democratic Republic of Congo

**Qualification:** Diploma in Bio-Chemistry

**Completed :** 2001

**Accomplishment**

2010: Basic computer skills (1 week)

2012: Networking Fundamentals (2 weeks)

2008: Nutritional Screening in the Community (one month)

2006: Internship in Health District Office (6mos. w/ 1 mo. in a Therapeutic Center

**Personal Details**

Date of Birth: July 29, 1980

Languages known: English, French, Swahili, and other African Dialect

Nationality: Congolese

Strengths: Hard work, Smart work, good attitude, Friendly Nature, Team work.

Interests and Hobbies: Working in the community, basketball, and volleyball, badminton, composing religious songs, playing guitar, piano and flute and learning new languages.

**Contact person:**

* Omar Ocampo. Rigncentral Team Leader, omar.ocampo@ringcentral.com +639162326668

**Declaration**

I certify that the statements made by me above are true, complete and correct to the best of my knowledge and belief.

***Nzanzuwavo-Mbaleka***