

Roland Pepere MOLEKA NZENGI

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Summary

A marketer specialized in Marketing Strategies and Research, interested in the application of marketing to the area of Communication. Seven years' professional experience working with public, private, and non-profit sectors in the Democratic Republic of the Congo (DRC), mostly in the areas of Coordination, Logistics, Administration and Information and Technology (IT). Currently working on the preparation for the Comp TIA A+ Certificate.

Professional Experience

October — November 2009: Assistant to Mr. Jeff Shammah, Licensed Real Estate Salesperson, *Citihabitats*, NYC, New York, USA

- Visited apartments and open houses for potential clients, took pictures and uploaded them on to the Citihabitats' website for publication and marketing.
- Created and organized an electronic database of clients and customers.

February — June 2009: Administration and Logistics Assistant, *Handicap International-Belgian* (NGO), Goma, Democratic Republic of Congo (DRC)

- Coordinated all aspects of administration and logistics including administrative paper work for arrival/departure of the expatriates, trouble shooting at the office and the expatriates' residence, installation of the radio talky-walky in the office, training of staff on the Microsoft applications, daily dispatching of vehicles, and finance/accountant
- Entered data for children and women who were assisted in the refugee camps in the Access-based database and managed the database
- Visited different project sites on a daily basis to supervise the distribution of medical equipments, forms, and medicines along with the planned repartition.
- Served as the security focal point for the organization

February 2007 — July 2008: Technical Coordinator, *Global Broadband Solution* (one of the largest internet providers in Kinshasa), Kinshasa, DRC

- Coordinated the daily programs of technicians to repair internet problems at clients.
- Daily dispatching of vehicles and technicians
- Was in charge of the Helpdesk 24 hours via telephone to respond to claims and internet problems reported by clients
- Created and updated the database of contact information for clients and partners

October 2005 – January 2007: Adjunct Coordinator, Border Police, *Immigration Office* (Direction Générale de Migration), Kinshasa, DRC

- Coordinated and supervised approximately 200 police officers in charge of the border of the DRC (N'djili Airport and the Port to the Congo Brazzaville)
- Audited/inquired migrants without authorized documents
- Followed up each case of illegal stay and submitted a detailed case report

April – May 2005: Trainer in Information and Technology (IT), Health Zone Office, Karawa, Equateur, DRC

- Trained five staff of the Health Zone in rural DRC who managed Health Information System and Database on Microsoft Word, Excel, and Access.

January – March 2005: Assistant Trainer in basic computer application, TTLC (cyber cafe), Kinshasa, DRC

- Taught and tutored about 20 students per day on the Microsoft application (word, excel, and power point) and Access at a cyber café.

March 1996-March 1999: Commercial Representative, *Printing Company CECO*, Kinshasa, DRC

- Visited potential clients and obtained contracts
- Researched the level of the clients' satisfaction after the contract finished

Other Experience

- **September-October 2008: Marketing Survey on the Internet Demand and Expected Clientele** in the town of Goma, DRC. Results presented to the Global Broadband Solution in October 2008
- **April – June 2003: Internship with SEP Congo** (Fuel company), Kinshasa, DRC
Thesis Theme: A Study on the Importation and Distribution of the Petrol Products in the Democratic Republic of the Congo

Education

- **2003: Bachelor's in commercial Management and Marketing** (three year's university degree which is equivalent to the bachelor's). *The Institute of Commerce*, Kinshasa, DRC
- **1996: High School Diploma** (General Electricity), *Odikaban High School*, Kinshasa, DRC

Training

- **October 2009- present: English Language Training ESL**, *The Spanish-American Language Institute, NYC, New York, USA*
- **January – March 2006: English Training ESL**, *The Congo-American Language Institute*, Kinshasa, DRC
- **March 2005: Refresher training in English and Computer**, *G.E.I*, Kinshasa, DRC
- **October 2004 –January 2005: Training in Microsoft word, excel, power point, internet and ACCESS**, *TTLC*, Kinshasa, DRC
- **June 2004 : Training “Initiation of GNU / LINUX “** *Campus numérique francophone de Kinshasa et l'Association Congolaise des Utilisateurs de Logiciels Libre*, Kinshasa, DRC

Skills

Language: French, English

Computer: Microsoft word, excel, Access, power point, internet