

# Emmanuella Kupa

[Kupaemmanuella@gmail.com](mailto:Kupaemmanuella@gmail.com) | 289-823-2943 | <https://www.linkedin.com/in/emmanuella-kupa-> | Niagara, ON

**PROFESSIONAL SUMMARY:** I am a young highly enthusiastic professional, who strives for excellence and growth in each educational and work opportunity earned. I am pursuing my associate's degree in business administration and accounting from Niagara College. I have excellent interpersonal skills as I am adaptable and ready for teamwork in a cross-cultural environment with mutual respect and support among collaborators.

## EDUCATION

### Niagara College

Associate Degree in Business Administration & Accounting (Co-op)

Niagara, ON

September 2023 – April 2026

- **Relevant Coursework:** Financial Accounting, Management Cost Accounting, Spreadsheet (Excel), Marketing Organizational Behavior, Statistic, Business Reports.
- **Awards:** English Academic Preparation scholarship for achieving an overall score of 95% and above (2022 & 2023) received (\$ 3,500)

## WORK EXPERIENCE

### Coach -Tapestry | Sales Associate III Permanent Part-time

Niagara on the Lake, On, CA

August 30, 2024 – Present

- Provide cashier services through the process of collecting consumer payments per item purchased.
- Complete inventory management and display reconstruction processes once a month.
- Assist consumers with a positive and successful shopping experience, to find a Coach products through the analysis of fashion trends, discounts, and brand ambassador selections.

### Rawbank | Fintech Intern – Online & commercial banking Assistant

Kinshasa, DRC

November 2021- April 2023

- Played a pivotal role in the development and implementation of IllicoCash, a prominent banking app that offers customers an innovative channel for financial transactions.
- Conducted one-on-one customer training sessions at both the bank's headquarters and smaller units' levels to address user-experience inquiries.
- Demonstrated problem-solving skills by resolving technical issues, optimizing the app's functionality, and guiding users through troubleshooting processes.
- Leveraged effective communication to educate clients on the app's benefits, empowering them to conduct secure mobile transactions and minimize reliance on personal banking.

### CTC | Corporate Digital Customer Service Representative (Bilingual)

Remote, ON, CA

May 2023- September 2023

- Provided exceptional customer support to a global client base, assisting customers with inquiries related to products, services, and technical issues across multiple communication channels (phone, email, live chat) in both English and French.
- Leveraged active listening skills to identify customer pain points, demonstrating empathy and providing personalized solutions, resulting in a 95% customer satisfaction rating.
- Utilized advanced problem-solving techniques to troubleshoot technical issues related to software and hardware products, guiding customers step-by-step through resolving system errors and malfunctions.
- Maintained fluency in both English and French to support diverse customer needs, seamlessly switching between languages during interactions, and providing culturally appropriate responses in both markets

### George Tax Solution | Junior Accountant Co-op Internship

Niagara Falls, ON, CA

May 2024 – August 2024

- Helped to prepare financial statements for small and mid-sized businesses, such as balance sheets, income statements, and cash flow statements.
- Helped optimize internal accounting procedures, resulting in a 10% decrease in processing time via better use of accounting software and automation.

## SKILLS & CERTIFICATIONS

- Technical: Microsoft Office (Word, Excel, PowerPoint), Canva, Microsoft Team, SharePoint; LinkedIn Certificate: Corporate Finance Foundations
- Languages: English (Fluent), French (Native fluent)
- Professional: Excellent Verbal and Written Communication, Retail Strategies, Customer service experience, Fintech.