

Kumi Gernhardt

I aim to secure a responsible career fully utilising my training and skills, while making a significant contribution to the success of the company.

Get in touch!

Full Name:

Titilayo Kumilonje Gernhardt

Mobile:

+49 151 41692316

Email:

kumigernhardt@gmail.com

Address:

Planufer 85,
10967
Berlin, Germany

LinkedIn:

[KumiGernhardt](#)

Languages

English - Native

German - B1

Specializations

- HTML
- CSS
- Javascript
- Communication
- Strategic Management
- Journalistic Writing
- Social Media and Multimedia Training by DW Akademie.
- Modern reporting by BBC.

Work Experience

Senior Customer Service Specialist

N26 Operations GmbH. | February 2019 - Present

- Senior Customer Service Specialist responsible for customer communication in regards to account security, fraud analysis, complex case handling.
- Point of contact for process optimisation
- Eagle eye for speed bumps, solution oriented

Customer Services Guest Specialist

Booking.com | 2017 - 2019

- Handle customer complaints
- Provide appropriate solutions and alternatives within time limits
- Follow up to ensure resolution.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.

Writer - Internship

Reset.org | 2015

- Blogging and editing website articles on smart approaches to sustainability (

Communications Officer

YWCA Malawi | 2010 - 2015

- Project writing
- Implementation of communications between the main YWCA Malawi office and its branches
- Establishment of online presence both on Facebook and their website

Reporter / Producer / Editor

Malawi Broadcasting Corporation | 2009 - 2014

I worked in their TV, Radio and Online departments with the following responsibilities:

- Reporter
- Producer
- Editor

Affiliations

- World Young Women's Christian Association (Geneva): working with young women and girls, blogging and volunteering. Facilitating YWCA Malawi's affiliation with different international organisations.
- Girls Not Brides: participation in campaigns to end child marriage in Africa
- YWCA Malawi: conceptualizing and implementing programmes designed to empower young girls.
- Modern Reporting, BBC, Malawi
- Social Media and Multimedia Training. DW Akademie, South Africa.
- Reset.org Internship

Academic History

Freie Universität Berlin and St Petersburg State University **Master in Global Communication and International Journalism** **| 2014 - 2016**

Master Thesis Title: "Coverage of 2015 Migrant Crisis by South African and European Media". Core competencies in:

- Knowledge of the global media market,
- Theoretical knowledge of the global communication process
- Understanding of journalism in a social and political context
- Journalistic skills (writing, narration, multimedia production, editing)
- Media analysis, media research and research methods
- Knowledge of media production and editorial management

University of Malawi: Chancellor College **Bachelor of Arts: Humanities | 2004 - 2008**

Core subjects:

- English Literature
- Philosophy
- Theology
- Conflict Resolution

WRITING SAMPLES

[Smart home, Smart Life](#)

[Environmental sustainability](#)

[DDriverless Cars](#)

References

Sarah Louise Vacondio

Team leader, Booking.com GmbH
Eichhornstr. 3, 10785, Berlin

Email:
sarah.vacondio@booking.com

Laura Fiore

Team leader, N26 Operations GmbH
Kurfürstenstraße 72, 10787, Berlin

Email:
laura.fiore@n26.com