

## RESUME OF

# Bikuma Mpungi Ngandu

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## PROFILE

Bikuma is a multilingual CRM expert fluent in English, French, Italian, Spanish, and Lingala. With a background in international and European law, they contributed to gender equality and accessibility initiatives at the United Nations. Having expanded portfolios as a Financial Advisor and championed data privacy, Bikuma, after a year as a digital nomad in Southeast Asia, is now eager to transition into the tech industry.

## WORK EXPERIENCE

### CUSTOMER RELATIONSHIP MANAGEMENT EXPERT, MYNGLE – 2023-PRESENT

- ❖ Oversee and manage the CRM system ensuring it works seamlessly across the organization, maximizing its functionality to ensure quality customer interaction
- ❖ Analyze customer data to improve customer experience and satisfaction
- ❖ Support international customers through Zendesk, Aircall, Email and Calendly
- ❖ Generate and analyze reports on CRM metrics to present to management
- ❖ Work with various departments to develop strategies for improving customer relations and satisfaction

### TRAINING ACTIVITY ASSISTANT, ITCILO – 2022-23

- ❖ Supported the team in dealing with administrative activities related to the courses (such as managing the enrollment of participants in MAP, promoting the courses via email, creating posts for promotion on social networks and writing course reports)
- ❖ Supported the team during webinars with recording, screen sharing, opening/closing breakout rooms and launching polls, managing ice-breaking activities, inserting subtitles and creating scripts for some videos
- ❖ Provided support in the implementation and structuring of courses through the eCampus platform (also using other tools such as: Articulate Rise, Genially, Miro, Kahoot, Slido, Padlet and Survey Monkey)

### JUNIOR FINANCIAL ADVISOR, INTESA SANPAOLO BANK - 2020-22

- ❖ Delivered financial advice to clients, proposing strategies to achieve short- and long-term objectives for investments, insurance, business and estate planning with minimal risk.
- ❖ Ensured maximum client satisfaction by providing exceptional and personalized service to each client, enhancing client satisfaction ratings from 5% to 7% .
- ❖ Developed, review and optimize investment portfolios by serving 250+ "Exclusive ISP" clients

## CONFERENCE HOSTESS, GEA EVENTS - 2017-19

- ❖ Welcomed national and international guests.
- ❖ Assisted managers in controlling the flow of members/guests and seats guests within manager's guidelines.
- ❖ Made appointments with the Customer Service Manager or Sales Consultant.
- ❖ Interviewed guests and moderated debates.
- ❖ Performed various translation and interpretation duties from Italian into French, English and Spanish; including written tests, localization, internationalization and live speaking presentations.

## EDUCATION

Università degli Studi di Torino - 2022

### EUROPEAN LEGAL STUDIES

*Key Modules:* International Commercial Contracts, EU Competition Law, International European Law, Law and Technology, EU Mobility and Migration Law, Fundamental Rights in Europe, Anti Discrimination Law, Criminal and Civil Procedural Law, International Arbitration

*Dissertation:* Humanitarian Protection in the Multi-layered European Law: recent developments in Italy.

Università degli Studi di Torino - 2017

### INTERNATIONAL SCIENCES, DEVELOPMENT AND COOPERATION

*Key Modules:* Constitutional Italian Law, , Political Economy, Development Economy, Development Geography, International Cooperation, Political Science, International History, Sociology, International Law

*Dissertation:* Land Grabbing: development phenomenon or New Colonialism? The Italian-Senegalese case with the Senhuile Project.

*Activities & Associations:* • AIESEC (2013) • The Student Movement for International Organization (2015) • The European Law Students' Association (2018)

Universitat de Barcelona - 2015

### ERASMUS PROGRAM

*Key Modules:* International Institutional Law, Private Law, Public Law, Roman Law, European Union Law

*Activities & Associations:* Erasmus Student Network (2014)

## SKILLS

- Problem Solving • TeamWorker • Project Management • Portfolio Management • Good Communication Skills • Logical Thinking • Market growth & Expansion • Proficient in MS Office (Excel, Power Point, Word) • Webex/Zoom/Teams/ Calendly Meetings • Internet tools: Pallet/Miro/Survey Monkey • Zendesk - Live Chat Expert

## ORGANIZATIONS

ITALIAN RED CROSS | *Comitato di Santena* - Volunteer, (2021) PANZI FOUNDATION DENIS MUKWEGE (2017)