



# BADIBANGA MULAMBA BADIN

## PROFESSIONAL PROFILE

Innovative, Results-focused Supervisor offering more than eight years of diverse experiences and one year in IT Web Development/Software Development and in Warehouse stores and leading a talented team. Successful in engaging with staff by discussing personal work performance. Maintaining accountability and acknowledging excellent performance. Driven to maintain service and prevent shrinkage in the store, developing website, and mobile applications, and dealing with trouble issues that are related to IT. Driven to maintain service standards by supporting staff in handling service issues and customer communication.

### CONTACT

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### KEY SKILLS

Teamwork	●	●	●	●	●
Communication	●	●	●	●	●
Customer services	●	●	●	●	●
Retail & Sales	●	●	●	●	●
Professionalism	●	●	●	●	●
Conflit Resolution	●	●	●	●	●
Time Management	●	●	●	●	●
Work well under Pressure	●	●	●	●	●

### LANGUAGES

English	●	●	●	●	●
French	●	●	●	●	●

## WORK EXPERIENCES

### BHEKA MANAGEMENT SERVICES.

Johannesburg  
Mar 2013 - Present

#### SITE SUPERVISOR – BUILDERS WAREHOUSE

- Controlling, receiving with PO and , and dispatching quality stock with proper documentation and maintaining quality control procedures in all warehouses.
- Managing storage with the stock comes in and going out and prepacking for stock pick or pre-prepacking.
- Enforcing company policies and regulations in place and maintaining Safety and compliances.
- Monitoring performance and initiating action to strengthen team that lead to good results.
- Supporting the team to have except performance and resolution of problems and decision-making.

#### Key Achievements:

- Contributed to the improvement of customer service by representing the brand(Builders Warehouse) in a professional manner when engaging with clients and going the extra mile to solve complaints.
- Won Certificate of Recognition for good service delivered to clients which has more than 100k customers nationwide.

### ABSTRALGO

Johannesburg  
Aug 2021 - 2022

#### WEB DEVELOPER | IT SUPPORT | DIGITAL MARKETING

- Build websites and web applications from initial concept to completion  
Created final configuration, according to company specifications.
- Wrote the clear code required to run the site or the web app.
- Developed technical support documents.
- Support and solve technical problems related to the operation of the website or web application.

#### Key Achievements

- Achieved best intern and had chance to lead the team when Senior Managers were not around.
- Received multiple letters of recommendation from direct senior Management for outstanding customers.

INTERNSHIP

## CERTIFICATES & TRAININGS

Fundamental of Digital Marketing | *Google*  
Year Obtained : 2020

Meta Social Media Marketing | *Coursera/Meta*  
Year Obtained : 2023

Google IT Support | *Coursera/Google*  
Year Obtained : 2023

Food Safety & Hygiene | *Alison*  
Year Obtained : 2023

Gas Refill | *Afrox*  
Year Obtained : 2020

## AWARDS

Certificate of Recognition | *Bheka M. Services*  
Obtained : 2022.

## REFERENCES

Mark Ntumba | BBD Software Company | ZA  
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E: marmap4@gmail.com

Thandi Chauke | Builders Warehouse | ZA  
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Raphael Malaba | GoodChef Restaurant | ZA  
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Jerome Mukena | Insurance | USA  
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## SONAL/PMU

Kasai Oriental  
Aug 2008 - 2011

## IT SUPPORT SPECIALIST | HELPDESK

- Monitor and maintain the local network, network servers,
- printers, LAN points, hubs, patch panels, etc. in order to avoid breakdowns.
- Collect data from the general management to sort it and obtain the results for the next game.
- Participate in brand development through the organization of the communication and local events.
- Ensure that the equipment under my responsibility is in good working order
- Operating, by regularly inspecting the equipment.

## Key Achievements

- Performed successful technician and delivered to the company.
- Team managed to deliver a daily game program that was reaching more than 1M of the population and generated \$10.000 in daily revenue.

## EDUCATION

### WETHINKCODE

Johannesburg  
2018 - 2019

### National Certificate - NQF Level 5

- Software Engineering
- Programming

### DAM TECHNICAL COLLEGE

Johannesburg  
2021 - 2022

### National Certificate - NQF Level 5

- IT Systems Development
- Programming