# Adna Capucine Mabika

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### Summary of Qualifications

* 3 years experience working for a volunteering program
* 7 years working experience in higher education and multicultural setting
* Strong customer service, communication, interpersonal and organizational skills
* 3 years of operations and administrative experience
* Experience of living and working abroad with international students
* Leadership skills as Team Leader, Supervisor and Manager
* Excellent computer skills: Microsoft Word, Databases, Excel, PowerPoint, Outlook
* Able to multi-task and meet tight deadlines
* Language skills: French, English, Spanish
* Accountable, dependable, creative, self-motivated, fast-learner,

### Education

**Liberty University, Lynchburg, VA** Dec 2011

* MBA: Concentration in Human Resources Overall GPA: 3.51
* Bachelor of Science in Sports Management May 2008

**TASIS -The American School in Switzerland** May 2004

* High School Diploma

### Relevant Experience

Liberty University-Community Service Department (CSER) Lynchburg, VA

**Assistant Coordinator**  2009-2011

* Coordinated various special projects and duties consistent with the mission, goals, and core values of the University
* Managed the database for incoming and current supervisors
* Interacted, assisted, and communicated with students daily in person, via telephone or-email.
* Maintained and reviewed students community service applications until complete
* Established and maintained relationships with other organizations to meet community needs
* Evaluated the work of staff and volunteers to ensure effectiveness of resource use
* Advised students and spoke to community groups to explain and interpret the agency purposes, programs, policies, and philosophy
* Designed and updated periodically the CSER website
* Served as a liaison officer between the CSER Department and non-profits organizations

The American School in Switzerland (TASIS) Lugano, Switzerland

**Counselor/Teacher** Summer:2010, 2011

* Oversaw pre-arrival and rooming arrangement for international students
* Advised and facilitated international students’ adjustment to the campus life
* Planned and coordinated campus events
* Managed and supervised sports and leisure activities
* Conducted and chaperoned trips abroad
* Worked effectively across the following departments: Counseling, Teaching, and Sports
* Processed placements into the 3 different levels of French classes
* Taught and tutored French lessons to 12 international students

Puma North America Retail Store Leesburg, VA

**Manager** 2008-2009

* Recruited and interviewed new employees
* Trained employees in customer services skills and money transactions
* Executed cash registers routine, reductions, and price changes
* Managed and supervised daily activities of Puma staff
* Managed all employees files for both current and new employees
* Completed operational requirements by allocating assignments to the 25 employees
* Improved store staff job results by coaching, counseling and evaluated employees
* Computed and reported on daily financial income
* Performed excellent customers services in a helpful and courteous manner

United Nations Arusha, Tanzania

**Intern-Evidence Unit of the Prosecutor**  Summer 2006

* Arranged and categorized witnesses’ Testimonies of the Rwandan Genocide according to the original languages: French or English
* Prepared files and redacted sensitive information before they are made public
* Any other work required by Prosecutor

**Accomplishments**

* Study related travel: Austria, Belgium, Brazil, Bulgaria, Congo, Czech-Republic, England, Ethiopia, France, Gabon, Germany, Ireland, Italy, Israel, Kenya, Luxembourg, Malaysia, Mexico, Netherlands N. Ireland, Philippines, Rwanda, Senegal, Switzerland, Tanzania, Thailand, Turkey, Uganda, and United States
* Nominated for the 16th Annual Achievement Award for Community Service
* Sport Marketing Team Leader: raised the highest auction of $3,000 in less than three months for a non-profit organization
* Outstanding Female Athlete of the Year