

## PROFESSIONAL SUMMARY

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Results-driven program coordinator with a track record of experience delivering measurable outcomes in stakeholder engagement, partnership development, and program operations. Proven track record of securing strategic partnerships, coordinating events, and managing cross-functional teams to achieve organisational objectives. Passionate about youth empowerment and creating scalable impact through education and entrepreneurship projects across Africa.

## EDUCATIONAL BACKGROUND

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**African Leadership University** – Kigali, Rwanda

**September 2023 – present**

B.A. (Hons) Entrepreneurial Leadership

*Relevant Coursework: Prototyping and Go to Markets; Building and Scaling Teams; Advanced Startups; Introduction to Business Strategy and Investment; Fundamentals of Business Operations.*

## PROFESSIONAL WORK EXPERIENCE

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**Project Manager Associate**

**March 2025– May 2025**

**Kwezi Midwife** – Kigali, Rwanda

- Established and managed 1+ strategic partnerships with NGOs and healthcare organisations, expanding organisational network by 40% within 2 months.
- Led partnership negotiations from initial contact to signed agreements, securing collaborations with projected impact
- Drafted and executed MOUs and NDAs, ensuring 100% compliance with legal and organisational standards
- Worked on grant opportunities and identified high-potential funding sources
- Reduced partnership onboarding time by 30% through the development of standardised documentation and workflow processes

**Operations Intern**

**May 2024 – July 2024**

**Spurt!** – Newark, Delaware, USA

- Supported recruitment pipeline for 15+ positions, contributing to an increased offer acceptance rate through improved candidate experience.
- Streamlined onboarding processes for 10+ new hires, reducing time-to-productivity by 25%
- Coordinated with 5 cross-functional teams to implement people operations initiatives affecting 50+ employees
- Maintained 98% accuracy in HR database management across 20+ employee records

**Personal Assistant**

**September 2022 – October 2022**

**CHW Home Appliance Repairs** – Trichardt, South Africa

- Reorganised inventory management system for 20+ items, reducing stock discrepancies by 60%
- Improved response time to client inquiries by 50% through an optimised database management system

**Retail Manager**

**November 2019 – December 2019**

**EZ Hair Solutions** – Secunda, South Africa

- Managed a team of 5 staff members, achieving 20% productivity increase through improved scheduling and task delegation
- Increased customer satisfaction scores by 35% through enhanced client relationship management protocols

## EXTRACURRICULAR ACTIVITIES

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**Operations Manager (Volunteer)**, Africa's Business Heroes (ABH) Grand Finale and Summit (ABH) **November 2023**

- Organised networking session connecting 100+ entrepreneurs, startup founders, and investors across Africa and coordinated logistics for a 1500+ attendee conference for the 3-day event
- Achieved 95% attendee satisfaction rating through seamless event execution and resource management

**Event Volunteer**, African Leadership Network

**November 2023**

- Collaborated with a 20-person team to execute the ALN Annual Gathering 2023 and 2 successful networking events with 75+ total participants
- Coordinated venue logistics, catering, and programming for events averaging 40 attendees each
- Achieved 90% attendance rate through effective promotion and stakeholder engagement

## CORE SKILLS

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- Project Management
- Research
- Program Coordination
- Stakeholder engagement
- Operational efficiency
- Writing skills
- Creative storytelling
- Public speaking
- Communication
- Team building
- Leadership
- Microsoft Office
- Google Workspace