

# MABI BIGANDA

## HR ASSISTANT - HEAD OF RECRUITMENT/ US EMBASSY KINSHASA

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Date of birth	Mar 12, 1990
Nationality	CONGOLESE

## OBJECTIVE

Always looking to learn new skills, take on extra responsibilities, and grow professionally.

## EXPERIENCE

### KINSHASA

#### HR Assistant - Head of Recruitment

US EMBASSY – KINSHASA

Sep 2019 - **Present**

Responsible for the Mission's recruitment process. Seeks out qualified candidates for all levels of Mission positions. Ensures the integrity of the recruitment process by strictly applying Department recruitment procedures. Assumes central payroll liaison functions: ensures accurate and correct submission of payroll data to FSC Charleston for 400+ Mission staff and resolves any resulting pay problems.

- Supervised and delegated tasks to the recruitment team of [6] people for various stages of the recruitment process.
- - Issues internal and external Vacancies announcements and writes advertisements for placement of vacant jobs in the local newspapers.
- - Reviews and screens applications and administers pre-employment tests.
- - Refers qualified candidates to the appropriate supervisor and/or panel action for selection.
- - Participates in review panels.
- - Participates in the selection process, and requests and tracks medical and security clearances.
- - Makes salary offers to selected candidates and arranges for starting dates.
- - Briefs potential employees on employment conditions and organize HR Orientation.
- Work on the replacement of all retirees.

#### \* Payroll

- As the Master timekeeper at post, distributes time and attendance sheets. Prepares the Post payroll electronic reports each pay period for submission to our payroll technician in Washington DC. Acts as liaison on all Local employee pay and benefit issues. As the central payroll liaison person in charge of all aspects of post's time and attendance process i provide guidance to sub timekeepers.

### Kinshasa

Mar 2014 - Aug 2019

#### Human Resources Assistant (Head of performance and development)

Equity Bank Congo (EBCDC)

#### \* Main Duties and Responsibilities:

I was one of the pillars in charge of the good management and efficient delivery of HR services for the DRC, in accordance with the internal policies and regulations in force and in compliance with local labor laws.

- provides information and advice on HR matters with a focus on the management of HR administration at local level, update HR policies and reference documents, disciplinary procedures, time management, staff committees and legal compliance, compensation and benefits, workforce planning and ensures that HR strategies and objectives are aligned with strategic objectives and operational needs of our holding.
- **As HR Business Partner**, I plan, organize and supervise the proper functioning of the HR department, in order to enable employees and managers to meet operational challenges according to their KPIs.
- Advises and informs the hierarchy on all questions and problems related to human resources and local culture.
- Ensures that HR processes, policies and tools are developed and implemented and that the HR services required under the responsibility of this role (planning, contracts, payroll and administration) are provided in accordance with internal policies and guidelines and in the compliance with the local labor law.
- Support the development and control of the annual HR budget, monitor the achievement of HR objectives and prepare periodic reports as needed or requested.
- Build and maintain an HR network. Establishes comparative surveys of comparators, as required. - Preparation and analysis of reports via ERP, and Sage (HR information system) and via Excel. Provides assistance to personnel and supervisors on all matters regarding proper payment, allowances and other compensation matters.
- Maintains sick leave balance for pay deduction purposes for employees under the local leave plan. Also, maintains ticklers on

casual leave taken by Local Staff (Charges Leave Without Pay and process overtime accordingly).

- Responsible for post allowances for foreign staff.
- Process Danger Pay Allowances for Local Staff
  - Calculates the amount of cash payment to be presented to eligible Local Staff for Safe Driving, Length of Service and Cash Awards.
  - Performs other duties as assigned (translations, special projects, correspondence, etc.)
  - Provides HR training to all staffs in order to support their career development.
  - Implement HR projects and participate in HR discussions; (ex: HR on the road; establishment of a health insurance service to cover our Local Staff etc.)
- Track evaluation performance report of each local employee within the section that I'm in charge and provide monthly report to the supervisor of the section.

## EDUCATION

### ERA Recruitment

Lusaka, Zambia

April 2023

US EMBASSY ZAMBIA

- Learn how to adjust our recruitment approach so that we can refine the quality of our candidates and find candidates who fit our company's culture
- Learn how to encourage leadership development (Motivation and discussion on career goal)
- Improve our brands perception through recruitment (Design a strategy for social media and attract more female and disabled candidate)
- learn how to master our recruitment tool and optimize our recruitment process.

### Overseas Personal System Certificate

Kenya, Nairobi

March 2020

Foreign Service Institute

Management of Employees cycle in our overseas Personal HR system.

### Basic Human Resources Certificate

Sandton, South Africa

Jan 2020

Foreign Service Institute

- Describe the overall function and programs of a human resource office overseas.
- Explain the basis of local compensation plans and how they are applied at post.
- Explain the principles and process of recruiting overseas employees.
- Know how to process the most common personnel actions.
- Understand the importance of position descriptions and classification as fundamental to overseas employment.
- Understand the principles of and how to administer the performance management process;
- Discern the difference between performance and conduct.
- Describe the awards process, the roles and responsibilities of those involved. Respond to pay and benefit inquiries, directing employees to appropriate resources. Understand HRs role in USDH arrivals and departures.
- Know where and how to find out HR information from authoritative sources.
- Understand and apply appropriate internal controls for the maintenance, use, and integrity of HR data.

### Project Management Certificate

South Africa, Johannesburg

International Business Management Institute

Distance Learning Dec 2018

Area of expertise in basics of project management, Risk management, Leadership and Team development, Change Management

- Consistently met my short and long-term targets.
- Handled customer complaints with empathy and composure.
- Proactively participated in meetings and helped create new practices.
- Processed a range of documentation and entered information into databases.
- Trained, coached, and supervised new staff members.
- Pitched ideas on how to improve performance and efficiency.
- Helped management to identify work flow issues and solutions.

### Economic and Social Law

Kinshasa Oct 2013 –

Oct 2018

Universite Protestante au Congo

## SKILLS

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- Teamwork
- Problem-Solving
- Customer service
- Leadership
- Public speaking
- Handling conflict
- Mentoring
- Office administration

## LANGUAGES

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<b>French</b> Native	<b>Lingala</b> Native
<b>Swahili</b> Native	<b>English</b> Fluent