

Contact

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Top Skills

Air Freight
Freight Forwarding
Logistics

Languages

English
Lingala
French

Bernard Malaba Tshienda

Directeur Général Délégué chez Holding Un Jour Nouveau SASU
Goma

Summary

The Essence of Leadership

“A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others.

He does not set out to be a leader but becomes one by the quality of his actions and

the integrity of his intent.

In the end, leaders are much like eagles ... they don't flock; you find them one at a time. ”

Unknown author

Experience

Holding Un Jour Nouveau SASU

Directeur Général Délégué

January 2020 - Present (1 year 9 months)

Goma, Nord-Kivu, Congo (RDC)

Un Jour Nouveau ASBL

Hub Manager

August 2019 - Present (2 years 2 months)

Goma, RDC

BMT Consult SARL

Associé gérant

November 2016 - December 2020 (4 years 2 months)

Kinshasa, RDC

Transport & trading en produits agricoles

SYCOMORE-VENTURE SARL

Hub Manager INGENIOUS CITY

March 2018 - August 2019 (1 year 6 months)

Kinshasa

- Responsible for designing a training program for the startups

- reports to the executive members of the advisory board
- is in charge of the daily management of IC, as well as the reception, catering, cleaning and security staff/contractors
- in charge of acquisition: looking for new startups, exploitation of co-working space, looking for new incubators and individual startups
- signs contracts with incubators and individual startups
- send proposals for training programs to the executive members of the advisory board
- represents and promotes IC at external events, universities, etc.
- primary contact person for people contacting IC with request for information – forwards requests on to Advisory Board if needed
- primary contact person for the press
- primary contact with Gov (Min Santé, Min PME...), state agencies (OPEC, COPEMECO, FEC,...), NGOs (ONUFEMMES, PNUD, ELAN, DFID, BM, Coopération Belge, Coopération Allemande, FPM, ...)
- in charge of the website content and its updates

DHL Express CD

4 years 4 months

Country Manager

January 2013 - September 2016 (3 years 9 months)

Kinshasa, DRC

Manage, develop and grow the Express business, providing direction and leadership, ensuring profitable growth, healthy cash flow, market leadership and setting industry-leading service standards.

Commercial Director

June 2012 - January 2013 (8 months)

Kinshasa - DRC

- Providing the Country Manager a holistic view on marketing&sales activities.
- To deliver volume and yield targets for imports&exports for TDI products,while remaining focused on relationship building.
- To develop a sales plan and cascade budget.
- To manage sales, segmentation, and accurate forecasting.
- To manage coordination with FWA & SSA management
- Developing capabilities presenting value propositions to our customers.
- To monitor performance against KPIs and take corrective action where necessary.
- To manage and coach a team of individuals to optimal performance.

- Ensure tools and processes are being adopted and put into practice.
- Responsible for country sales' scorecard.

Maersk Congo DRC

Cluster Safmarine Sales & Business Performance Manager

February 2008 - June 2012 (4 years 5 months)

Kinshasa, DRC

Ensure that budget and performance are achieved;

Represent Safmarine Container Lines and project a professional image for all its activities to its clients, local authorities, suppliers...;

Identify opportunities and contribute actively to the growth targets of Safmarine;

Ensure a transparent and professional collaboration with the Maersk local counterpart including:

- o Marketing plans and clients strategies;

Maintain a personal contact and good working relationships with key customers;

In coordination with the Safmarine Regional Management and the local Country Management, set appropriate KPI base supporting a focus on intimacy with the customer;

Celtel Congo RDC

Key Accounts Manager Corporate

February 2007 - January 2008 (1 year)

Kinshasa, DRC

Check contracts, direct sales, acquisition, retention and customer relations "key accounts" and their financial performances;

Supervise sales representatives and monitor sales in relation to the objectives

Develop, monitor and manage budgets sales to ensure achievement of the budget;

Build up and oversee the preparation and delivery of sales materials, exhibits and promotions,

Prepare and attend exhibitions, conferences, meetings and other opportunities for national promotion

Supervise staff with recommendations for hiring, dismissal, performance evaluation, training, assigning work and resolving problems..

Tigo RDC

Customer Care Trainer / Training & Development Career Path Manager tba

March 2006 - January 2007 (11 months)

Kinshasa, DRC

Provide "TIGO induction training program" in the 4 regions;

Training of all departments with new TIGO products;

Participation with the HR, in recruiting Call Center agents;

Continuing education agents Call Center and Back Office particular in the form of daily debriefings

Member of the GPRS / EDGE Committee "

Training and assessment of the walk-in

September 03 to January 06

Distribution & Sales

Manager

CSL, DRC

Education

Institut Lucien Cooremans

Licence Spéciale, International Business/Trade/Commerce · (1990 - 1991)

FUCaM

Licentiate degree, Econometrics and Quantitative Economics · (1987 - 1990)

EPHEC

Graduat en Marketing&Circuits de Distribution · (1985 - 1987)