

MBIZIWO GLORY NGWANA

MOBILE MONEY MANAGEMENT SERVICES PROFESSIONAL

Address: Douala, Cameroon
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Nationality: Cameroonian

SUMMARY

Experienced, creative & service oriented mobile money management services professional seeking new challenges

SKILL SET

Excellent computer skills (MS Word, Excel, Powerpoint, MS project & MS Access)

Fluent in English & good working knowledge of French

10 plus years progressive experience as a mobile money management services professional

Finesse in customer data management

Mastery & application of mobile money platforms: Gemalto, SMSC, Airtime platform & Fundamo

Fine ability to draft reports & communicate effectively with senior management, banks & government officials

Exceptional conceptual thinking acumen & technical writing skills

Deep knowledge of mobile product development & rollout

Excel in the design, delivery & monitoring of training on mobile money management services

Apt in mass market management & budget allocation

Profound understanding of the risk & regulatory aspects of the Mobile Financial Services Industry

Superb knowhow of day to day business growth management

Comprehensive knowhow of the mobile money payment ecosystem & project management

Perfect in customer relationship management & team management

Excellent presentation, communication, influencing, analytical, diagnostic & writing skills

Effective under pressure and open to flexible working hours

EMPLOYMENT HISTORY

MOBILE TELEPHONE NETWORK (www.mtn.cm)

BRANCH MANAGER (**MOBILE MONEY & SERVICE CENTERS**) 2016-Present

Douala, Cameroon

Key responsibilities

- ✚ Support & operate the management of customer Service & experiences, tactical and operational plans in line with MTNC Business objectives
- ✚ Oversee and ensure good customer Experience by bringing performance to a higher standard
- ✚ Coordinate & supervise the implementation of a Customer Care programme with premium services
- ✚ Ensure and cultivate staff's loyalty and of loyalty program that provides better conception our services
- ✚ Support & monitor the Implementation of a Daily/weekly/monthly customized dashboard to provide staff timely line of sight on the performance.
- ✚ Contribute to the implementation & monitoring of staff recognition programme to foster & promote best performance attitude

MOBILE TELEPHONE NETWORK (www.mtn.cm)

LEAD SERVICE CENTER REPRESENTATIVE (**MOBILE MONEY SERVICES**) 2013-2016

Douala, Cameroon

Key responsibilities

- ✚ Handle customer enquiries, complaints & other issues to ensure customer satisfaction relating to Mobile Money
- ✚ Capture & register Mobile Money clients
- ✚ Resolve technical issues faced on the field by Foot Soldiers during registration
- ✚ Edit & arrange the KYI (Know your Customers) documents

MOBILE TELEPHONE NETWORK (www.mtn.cm)

LEAD MOBILE MONEY ADMINISTRATOR 2012-2013

Douala, Cameroon

Key responsibilities

- ✚ Query resolution, escalation & follow up from field agents and MTN Partners
- ✚ Mobile Money Foot solders & MTN Mobile Money Partners (Express Exchange & many others)
- ✚ Online support for field agents and MTN Partners
- ✚ Daily, weekly & monthly reporting of System down-time, and resolution status
- ✚ User and acceptance test (UAT) of Mobile Money platform when updates and changes are made
- ✚ Training of field agents / Partners on Mobile Money products & platform usage
- ✚ Decentralized the Express Exchange Mobile Money platform to suit partner demand

GIVA CONSULTING

MOBILE MONEY ROLLOUT PROJECT SUPERVISOR (**MTN CAMEROON**) 2010-2012

Douala, Cameroon

Key achievements

- ✚ Conceive, design & rollout training of staff on the Mobile Money registration procedure
- ✚ Capture & register Mobile Money clients
- ✚ Identify & resolve technical issues faced on the field
- ✚ Focal point for due diligence and due care check of customers records

Key achievements

- ✚ Application Front-End support and administration
- ✚ Mobile Money integration with Gemalto/s@t gateway, SMSC & Airtime platform (IN)
- ✚ Successful database updates on Oracle 10g servers
- ✚ Client User Acceptance Testing (UAT) support
- ✚ Troubleshooting/testing connectivity between MM servers and dependent servers
- ✚ Manage Mobile Money (Fundamo) platform services that is starting, stopping & restarting

EDUCATIONAL BACKGROUND & RELEVANT TRAINING ACQUIRED

2019-Doctor in Business Administration (DBA)
UNICAF University, (www.unicaf.org)

2017-Executive MBA-Obtained
Polonia University, Poland (www.ap.edu.pl)

2015-Executive MBA-Obtained
Saint Jerome Catholic University, Douala, Cameroon (www.univ-catho-sjd.com)

2009-Bachelor Degree in Software Engineering-Obtained
University of Hertfordshire, United Kingdom (www.herts.ac.uk)

2005-Higher Diploma in Management of Information Systems-Obtained
Institute for the Management of Information Systems, London, United Kingdom (www.open.ac.uk)

2004-Diploma in Management of Information Systems-Obtained
Institute for the Management of Information Systems, London, United Kingdom (www.open.ac.uk)

RELEVANT TRAINING ACQUIRED

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|---|---|
| ➤ Certified Information Systems Security Professional (CISSP) | ➤ Anti-Money Laundering and Combatting the Financing of Terrorism (AML & CFT) |
| ➤ Data science - Bronze Level | |
| ➤ Solaris Operating System | ➤ ITIL Service Strategy Concepts |
| ➤ Leading a Customer-centric Culture | ➤ SQL (Structured Query Language) |
| ➤ Oracle Database | ➤ Leading a Customer-centric Culture |

REFEREES AVAILABLE UPON REQUEST