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| **Beverlyne M. Mudeshi****International Markets | Support Systems| Policies and Procedures | Project Management** **Communications | Customer Services | CSR Programs | PR | Marketing**

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**Professional Profile**

**Dynamic leader** with a proven track record of working internationally to deliver quality service in fast paced environments. Strong leadership skills, highly organised, analytical problem solver and with a keen attention to detail. Ensures timely completion of projects, within budget and to full specification. Excellent communication and interpersonal skills, with an ability to work well either as part of a collaborative team or autonomously when required: thriving in challenging and fast-moving environments by prioritising tasks and targets with strong time management skills and work discipline. Now seeking a fresh challenge that will make the most of this skill set.

**Key Professional Skill Set**

* Ethical leader with a capacity to lead large, multicultural as well as cross functional teams to deliver exceptional results whilst creating an environment of operational excellence.
* Nurturing and maintaining robust and resilient, long term customer and stakeholder relationships as a foundation for profitable growth
* Outstanding knowledge of all office IT operating systems and applications as well as advanced expertise in intranet management, CRM management and MS SharePoint
* Strong commercial judgment and operational acumen, coupled with advanced analytical and insight skills
* Excellent problem-solving capabilities, adopting a solution based and logical approach to resolving even the most complex commercial issues
* Certified *Gold Award in Customer Service and* awarded *Best Customer Service Manager* in Africa by Toyota Tsusho Africa.
* *Special Jury Award in Corporate Responsibility* in 2011 and recipient of the 2012 Bronze Award in Corporate Responsibility at the Bharti Airtel Changemaker Award Ceremonies held in New Delhi
* Fluent in English and Kiswahili with a basic knowledge of French

## **Education**

* **Monarch Business School, Switzerland | June 2018 to date**

Doctor of Business Administration

* **University of Sunderland, UK | 2001 to 2004**

M.Sc. in Computer Based Information Systems

* **Catholic University of Eastern Africa | 1994 to 1998**

B.Sc. in Business Administration

## **Career Summary**

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| September 2018 to dateNovember 2016 to August 2018July 2013 to October 2016April 2014 to March 2016June 2012 toJuly 2013February 2009 to July 2013May 2008 to January 2009October 2006 to April 2008March 2003 to September 2006January 2001 to February 2003September 1998 to January 2001 |

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| **User** | **HEAD OF BUSINESS SUPPORT SERVICES** |
| **Suitcase** | **AFRO ASIAN ASSISTANCE (AAA)**  |

**key achievements*** Successfully designed and set up the business support department. Provided macro organisational support by way of resources, tools, IT systems and service platforms, with clear SLA’s, between all departments.
* Devised and documented policies for the organization ensuring compliance to in internal guidelines as well as governmental regulations where required. This was achieved simultaneously with the process improvement and documentation exercise in preparation for ISO 9001 certification.
* Successfully revamped marketing materials across all client’s touchpoints, including each of the company’s social media platforms and the website. This increased customer engagement by 40%.

**responsibilities*** Strategic planning, development, management and lead support for IT, general administration, marketing, online media and PR. Specifically, managing IT services, a large percentage of which is the call centre ensuring system uptime of 99 %.
* Oversee and manage marketing communications, and PR function, including conduct market research to support new products and services or expansion of products and services as required.
* Customer complaint and solution management in close collaboration with the operations department.
* Change management, quality monitoring and risk assessment. Assessment, analysis and communication of corporate risk. Formulation and revision of policies, processes, and procedures, driving excellence across the organisation.
* Project management lead, managing all projects and programs, inclusive of periodic project and program reporting to the senior management team. Business continuity process lead.
* Strategic planning and budgeting for the support department.
* Identifying, negotiating terms of contracts, and managing relationships with external consultants, contractors, and vendors covering all support services.

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| **User** | **INSTITUTIONAL STRATEGY AND QUALITY ASSURANCE DIRECTOR** |
| **Suitcase** | **RIARA UNIVERSITY**  |

**key achievements*** Created and launched the Alumni Relations Body alongside spearheading a series of program and project implementations across the campus, including the *Graduate Employability Program.* Student absorption in the workplace increased by 20% through thisprogram.
* On-boarded several new partners to run joint student programs that augmented student skill sets and complemented their formal degree qualifications. These joint partner programs realised additional income for the University.
* Instrumental in the creation and launch of the culture transformation program for the university staff.
* Developed and managed the universities policies and standard operating procedures.
* Facilitated effective grant writing training for the university staff.

**responsibilities*** Developed a full spectrum of world class policies, and processes and improved service delivery.
* Course and programs creation and review, in full compliance with requirements of the Commission for University Education as well as other local and international regulatory bodies.
* Developed and delivered effective staff training and coaching programs in line with the needs of the University
* Identified alternative sources of income and managed relationships with external stakeholders for the University.

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| **User** | **PROJECT CONSULTANT** |
| **Suitcase** | **KONZULT PARTNERS**  |

**key achievements and responsibilities*** Formulated customer service policies including process improvements for clients, as well as facilitated customer service training successfully for clients. Clients recorded up to 30% increased service levels post-completion of these training programs.
* Undertook a full spectrum of CSR and HR consultancy functions as well as supported delivery of high-quality communications, marketing, and PR outputs.

**HIGHLIGHTS OF EARLIER CAREER APPOINTMENTS**Samsung Electronics East Africa Ltd | Communications, Corporate Citizenship and PR Manager **key achievements and responsibilities*** Corporate citizenship/CSR strategy formulation and implementation, including management of the flagship Engineering Academy social investment.
* Partnership management, sponsorship and fundraising with corporates, NGO’s and governments.
* Corporate Communications - Build Samsung Brand visibility. Management of the PR agency.
* Customer service champion – organisation leas in customer service coaching and mentorship

Airtel Africa | Group Communications Manager **key achievements and responsibilities*** Internal communications strategy and implementation lead
* Delivered effective communication and outreach with internal and external stakeholders
* Website and intranet management. Internal newsletter editor and producer.
* Employee engagement and staff motivation champion

Airtel Africa | Group CSR Manager (Africa) **key achievements and responsibilities*** Resource mobilization and stakeholder management with corporates, NGO’s and government.
* CSR strategy, program implementation and budgetary management for 17 countries in Africa.
* Corporate communications - conceptualized and implemented the internal monthly newsletter, Alive ebulletin. Maintained the company website content
* Short term HR assignment handling HR Communications, Employee Engagement and Performance management

Zain (Now Airtel Africa) | Communications Specialist **key achievements and responsibilities*** Administered and communicated assigned programs and strategic initiatives for the Zain Africa CEO. Created the best practice eBulletin which improved efficiency and problem solving across countries.
* Resource mobilization, coordination and implementation of CSR and strategic Initiatives. Facilitated and monitored these initiatives, working with various partners including Ericsson, Bill Gates Foundation and Columbia University, the main partners in the for CSR programs
* Established guidelines and reporting standards for monitoring and evaluation of ongoing programs and strategic initiatives.

Celtel (now Airtel Networks Limited) | Customer Service Support Manager **key achievements and responsibilities*** End to end back office support management of the Call Centre of 230 call centre agents.
* Call Centre budgeting, including managing the procurement process.
* Devised, improved, documented and implemented customer services processes and procedures.
* Project managed the implementation of new Customer Service ACD system, Intranet, Interactive Voice Response (IVR) and the Work Force Management Systems; Improved system response rates by 15% and Customer satisfaction index by 45%
* Assessed and determined customer service training needs and managed the departments reporting

Toyota East Africa Ltd | Customer Relations Manager**key achievements and responsibilities*** Devised, developed, and managed the Customer Relations (CR) department, recommending and setting up innovative systems, policies and procedures. Improved the company’s service efficiency by 20%
* Created and monitored the Customer Retention Program, Customer Care Training, and Customer Service Index scoring and reporting system. Recruited, coached and mentored the CR team.
* Customer complaint and resolutions management, reducing friction points and complaints by 25%.
* Managed internal communications, including the company newsletter and all intranet content.
* Corporate Social Responsibility management and implementation

Toyota East Africa Ltd | Sales Administrator - **key achievements and responsibilities*** Administration of Export sales and sales to NGO’s, United Nations and Embassies.
* Created and maintained the sales administration database and conducted market and competitor analysis
* Toyota’s corporate image management including PR branding, advertising, corporate communications.
* IT user support and LAN management ensuring computer uptime of 95%.

CIDA: Program Support Unit | Administrative Assistant **key achievements and responsibilities*** Project budget monitoring and management achieving budget savings of 15% on average per month
* Partner communications and project impact reporting for CIDA projects
* IT user support and LAN management for the whole organization. Reduced computer downtime by 50%
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