



CHRISTOPHE NYINDU MUSONGO

29 Chesapeake Cr., Ottawa, Ontario, K2J 0L3, Canada / Apt. 107, 15-17 Av Colonel Ebeya, Gombe, Kinshasa, RDC
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BUSINESS MANAGEMENT | PROJECT MANAGEMENT | BUSINESS DEVELOPMENT

Strategy Development ∞ Growth Catalyst ∞ Start-up Entrepreneurial Ventures ∞ Market Expansion

“Turning vision into reality”

Christophe Nyindu Musongo offers over 20 years of comprehensive achievements across Information and Communications Technology disciplines for organizations in various industries. Savvy operations leader with an indelible reputation for delivering inventive business strategies and client-focused solutions that improves margins.

Christophe grew up in Africa and Europe, where he studied and started his professional career. At the start of the 1990s, in his mid-twenties, holding an undergraduate degree in Finance Management, Christophe immigrated to Canada. Coincidentally, the 1990s was a turning decade for the Internet and the discovery of the Web by the general public, thus presenting a range of opportunities in the Information and Communication Technologies Sector in Canada and worldwide. Christophe seized the occasion to re-focus and redirect his career path and leapt into this new era of rethinking business processes and technology, by attending training and certification programs in Information Technology.

An active member of the Project Management Institute (PMI) since 2002, Christophe was educated in, Belgium, the Democratic Republic of Congo and Canada, and holds higher education qualifications in Finance Management, Business Management and Economics. He has also attended training and certification programs in Information Science, Telecommunication Management & Technologies, Project Management and Sales. He is fluent in English, French and other African languages. He has conducted corporate training sessions, seminars, and workshops in both English and French.

During his career, he held progressively mid-management and management positions with companies in the Information and Communications Technologies (ICT) and Finance sectors.

STRENGTHS

LEADERSHIP

Strategic-Thinker
Innovative
Persuasive Communicator

MANAGEMENTSHIP

Believe in the “focus-on-strengths approach”
Value the unique abilities of team members
Understand, and Motivate team members for peak performance

COMPETANCIES

- Leadership & Management
- Adaptability & Flexibility
- Creativity & Innovation
- Collaboration & Teamwork
- Resource Management & Training
- Interpersonal Communication
- Client / Vendor Management
- Procurement Management
- Fluent in English and French

AREAS OF EXPERTISE

- Strategy & Business Planning
- Operations & Technology
- Marketing, Sales, and Market Access
- Risk Management and Performance Metrics
- Organizational Design
- Business Process Reengineering
- Revenue Growth
- Profit Margin Increases
- Cross-Cultural Talent training, Management and Development
- Proficient in Cloud-based Computing Solutions
- Proficient with Microsoft, Technologies and applications
- Proficient with Salesforce CRM and Platform

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CAREER BACKGROUND

Partner, Business Development Consultant, acting as Managing Director (Aug 2015 – Present)

@ BCFD (www.bcfconsulting.com) | Kinshasa, DR Congo

BCFD is a corporation created in 2013 that provides business strategy consulting, legal advisory services & assistance, taxation & customs' technical services as well as project management, covering the full spectrum of financial services and business management.

- BCFD has a portfolio of clients operating in various sub-Saharan Africa industry sectors, particularly in the Democratic Republic of Congo (DRC) mining, industrial logistics, import-export duty & customs services, and global trade, as well as government bodies.

Co-owner, Business Management Consultant, acting as Managing Director (Aug 2012 – Present)

@ YKAM CONSULTING (PTY) LTD. (www.ykamconsulting.com) | Johannesburg, Gauteng, South Africa

Business Management, Business Development and Project Management consulting firm.

Provide business management consultancy services. Orchestrate and lead business opportunities for multinational companies in the sub-Saharan African Market. I am particularly well-versed with Public-Private Partnerships (PPPs) scenarios in sub-Saharan Africa.

My client activities are concentrated in sub-Saharan Africa's emerging market with projects across various industry sectors covering a broad range of issues including business development, growth strategy, commercial excellence programs and business management.

Projects have included:

- **Senior Salesforce Implementation Consultant for ADVANCENET** (www.advancenet.co.za) | South Africa Jul 2015 to Dec 2015
Salesforce CRM & Platform Solution implementation for companies in the automotive, finance, IT and medical equipment industries.
- **Project/Program Manager for GECAMINES** (www.gecamines.cd) | DR Congo Nov 2014 to Jun 2015
Implementation project of an Oracle ERP solution, and the Optimization project for the Communications Infrastructure.
- **Senior Salesforce Implementation Consultant for the VODAFONE GROUP** (www.vodafone.com) | UK Nov 2013 to Nov 2014
under contract with **NTT CENTERSTANCE** (www.centerstance.com) | USA
Advised Vodacom South Africa OPCO on architectural and technical solutions as well as delivering project management services for the salesforce.com solution's implementation project as part of Vodafone's Global Sales Channel Transformation Program.
- **Senior Consultant for Public Private Partnership ventures** | Katanga, DR Congo / Gauteng, South Africa Aug 2012 to Oct 2013
Provided objective consultancy services to help government organizations improve productivity and the quality of services they provide; helped generate increased value for money, and assisted with performance-related issues and challenges

Project Manager / Implementation Manager (Cloud Solutions) (Sep 2011 – Aug 2012)

@ DIABSOLUT INC. (www.diabsolut.com) | Toronto, Ontario, Canada

Business Transformation Provider for Field Service Management and Cloud Solutions.

Led and monitored complex Salesforce.com implementation projects. Worked cross-functionally with internal and remote teams to determine project scope, requirements, and resources; managed RFPs, and determined best practices while ensuring project activities aligned with the clients' business objectives.

Business Development Consultant (Nov 2010 – Aug 2011)

@ DITEL NETWORK INC. (www.ditelnetwork.com) | Mississauga, Ontario, Canada

Telecom consulting agency, provider of a cost-effective cellular network and mobile broadband wireless infrastructure solutions for Mobile Network Operators in developing countries, and affordable telecommunication services using IP-based, wireless technologies.

Led multiple engagements in 5 sub-Saharan African countries (DR Congo, Gabon, Burundi, Mauritius, Guinea and Madagascar) focusing on commercial operations and go-to-market models. Carried out 65% of the engagement by travelling to client sites.

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Project Manager / Implementation Consultant (Jul 2008 – Nov 2010)

@ COVARIETY INC. (www.covarity.com) | Kitchener, Ontario, Canada

Software Company, provider of commercial loan monitoring and portfolio management solutions for the banking and financial industries. The Covarity solution delivery model is SaaS (Software as a service).

Overall management of the implementation and roll-out projects lifecycles for the Covarity, and Salesforce.com solutions, ensuring projects execution and delivery on promises. Projects have included solutions implementation for 4 major financial institutions (Hongkong and Shanghai Bank Corporation (HSBC Canada), Bank of Montreal (BMO), Royal Bank of Canada (RBC) and Laurentian Bank.

Manager, Professional Services Group / Project Manager (Apr 2001 – Apr 2008)

@ CONTOUR TELECOM INC. (www.contour.ca) | Mississauga, Ontario, Canada

Outsourcing company for telecom expense management, network infrastructure optimization, and telecom services.

- Led the Professional Services Group comprised of client managers, telecom analysts and customer supports agents. Successfully implemented a new "Partnership Selling" approach with vendors resulting in a direct positive impact on revenue margin of 35%.
- Landed major telecom services outsourcing contract with Government Telecommunications and Informatics Services branch of Public Works and Government Services Canada (PWGSC - GTIS).
- Secured 2.2M in annual telecom management services contracts with Crown Corporation and Fortune 1000 companies such as: Business Development Bank of Canada (BDC), Duke (Spectra) Energy, FedEx Canada, GE Capital, UPS Canada, Moore, La Roche Canada, Travelex, CAA and YMCA.

EARLY CAREER EXPERIENCE

⇒ Account Manager, EPOST INC., (Canada Post Corporation)	Toronto, Canada	Feb 1999 - Feb 2001
⇒ Quality Control Analyst, SODEMA INC., (TRANSCONTINENTAL)	Montreal, Canada	Aug 1996 - Feb 1999
⇒ Distribution, Logistics Manager, COREL Corporation	Saint-Laurent, Canada	Sep 1994 - Jul 1996
⇒ Special Adviser to the Minister, MINISTRY OF PUBLICS WORKS	Kinshasa, Congo DR	Apr 1992 - Jun 1994
⇒ Business Development Manager, SECOM SPRL	Kinshasa, Congo DR	Aug 1991 - Jul 1994
⇒ Restaurant & Events Manager, YACHT CLUB SOTEXKI	Kisangani, Congo DR	Nov 1989 - Jul 1991
⇒ Maître d'hôtel – Sommelier, LES JARDINS DU BOIS	Brussels, Belgium	Aug 1985 - Jun 1988

POST SECONDARY EDUCATION

⇒ EMBA Candidate, BROWN UNIVERSITY AND IE BUSINESS SCHOOL, Providence, USA	Class of 2023
⇒ Specialized Graduate Study in Management (Diploma) (D.E.S.S), HEC MONTRÉAL, Montréal, Canada	1997
⇒ Undergraduate Diploma in Finance Management, SUPERIOR INSTITUTE OF COMMERCE, Kisangani, Zaire	1991
⇒ Culinary Arts and Hospitality Management Diploma, HOTEL & TOURISM MANAGEMENT SCHOOL, Couvin, Belgium	1986

CERTIFICATION & PROFESSIONAL DEVELOPMENT

- Salesforce.com Sales Cloud, Service Cloud Consultant and Administrator => Training & Certification
- Project Management Professional–PMP® => Training & Certification
- ITIL Foundation v.3 => Training & Certification
- Advanced Management Leadership => Training
- Sales Training & Sales Development (Action Selling) => Training & Webinars Telecommunications Management => Training

LANGUAGES

English
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French
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Swahili
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Other African languages
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