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## **CURRICULUM VITAE**

### **PERSONAL IDENTIFICATION:**

My full names are Omar Karangwa Mkapa, I was born in Tanzania. By nationality I am a Rwandese and currently living in Kigali, Rwanda.

### **I possess a variety of qualifications:**

- Advanced Diploma in Air Travel Operation Management,
- Professional Diploma in Managing the Travel Business (IATA)
- Professional Diploma in Travel and Tourism Consultant (IATA)
- Diploma in Travel and Tourism Foundation (IATA)

### **Profile Summary:**

I am a highly motivated person, highly resourceful in the areas of Sales and Distribution, communication media, marketing, advertising, and events management. I have relevant experience of five years. With a strong attitude, I am methodically reliable and good at handling a variety of tasks efficiently.

### **Career Objectives:**

I am seeking a role that offers the chance to further develop my experience and gain additional exposure while refining my skills in sales management, marketing, public relations, communications, and media relationship management. My goal is to evolve into a global citizen with expertise and proficiency in sales and management, corporate communications, and marketing.

### **Professional Experience:**

#### **Feb 2024 up to Jun 2025;**

I was employed in the United Arab Emirates (UAE) at WADI WADI FOR PROJECT MANEGEMENT SERVICES CO. My role was that of a Sales Officer.

#### **From Dec 2021 until Nov 2023:**

I was hired by MTN Rwanda in Sales department as Freelancer, where I engaged with customers regarding phone deals and internet distribution across the country. Most of the time, I conducted at the field to address and resolve customers issue, and at times, I communicated via phone.

### **From Nov 2019 until Sep 2023:**

I was employed at Yego Innovision Ltd, where I was responsible for data entry, data uploading and addressing customer challenges, particularly regarding the use of the Meta Machine for passengers.

### **July 2013 up to September 2014:**

**I was hired at AFRICA ENERGE SERVICES GROUP as an Enumerator for a duration of one year and two months. My duties and responsibilities encompassed;**

- Visiting the market areas where the company had deployed its devices and documenting the households that were connected.
- Gathering feedback from clients regarding the challenges encountered and the suggestions provided to enhance the products and services offered.

### **From January to October 2011:**

I served in sales and ticketing from Jet Link Express; It was a local Kenyan Airlines from Nairobi. I fulfilled my responsibilities as a volunteer for a duration of 9 months, focusing on customer service and passenger management.

### **Responsibilities:**

**The primary responsibilities I held in my previous position included;**

- Establishing market demands for the different products
- On time delivery of products to depots and distributors
- Liaising with Production on what must be produced.
- Communicating with clients to find out their needs.
- Having good relationship with customers in business.
- Listen and reacting to customer's complaints

**Language proficiency:** English, Swahili, Kinyarwanda and French

### **Organizational:**

**Demonstrates experience and accountability, coupled with a strong sense of integrity and teamwork;**

- Capable of fostering team cohesion and self-driven motivation.
- Adaptable and prepared to extend working hours as necessary.
- Proficient in communication skills.
- Skilled in office administration and management.

### **Academic Qualifications and Vacation Training:**

**Nairobi Aviation College partnership with IATA;**

- Advanced Diploma in Air Travel Operation – 2015-2018
- Professional Diploma in Managing the Travel Business (IATA) – 2017-2018
- Professional Diploma in Travel and Tourism Consultant (IATA) – 2016-2017
- Diploma in Travel and Tourism Foundation (IATA) – 2015

**Integrated Polytechnic Regional Center (IPRC)**

- ✓ Information Communication Technology (ICT) – 2012-2014

**High School Background:****Advanced Level;**

Aiden College Ndejje (Wakiso - Uganda) – 2009-2010

Martyrs High School (Kigali) – 2007-2008

**Ordinary Level;**

College Apecom (Eastern Province) – 2004-2006

Uganda Advanced Certificate of Education (UACE) — In MEG/Sub ICT

**Personal Abilities:**

Computer Hardware and Software maintenance.

I possess driving skills and hold a Driving Permit for Category B

**Referees:**

Mr. Peter Agaba

Manager Director at Wadi Wadi for Project Management Services CO.

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Mr. Fred Ndabarasa

Corporate Sales Executive at MTN Rwanda

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Mr. Nelson Muhire

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Mrs. Armella Manirambona

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The information provided above is accurate and correct to the best of my understanding and can be verified by the referees mentioned above.



Omar Karangwa Mkapu