

Theodore M. Yumba

901 8th Street South, Moorhead, MN 56562 | theodoreyumba@hotmail.com | 218-790-9620

EDUCATION

Concordia College, Moorhead, MN **Expected Graduation:** May 2022
Bachelor of Arts, Business Management, Finance and Computer Science **GPA:** 3.78
Minor, Entrepreneurship, Web Design and Chinese

- **Relevant Coursework:** Principle of Managerial Accounting, Introduction to Business Law, Software Applications, Database Management, Corporate Finance and Introduction to Chinese
- **Honors:** Concordia College Dean's List **January 2019 – Present**
- **Languages:** Fluent in English, French, Swahili; Proficient in Dutch and Lingala; Elementary in Chinese

RELATED EXPERIENCE

Financial Advisor Intern, Cetera Investments LLC – Minneapolis, Minnesota – United States **June 2020 – July 2020**

- Gained hands-on practice of being a financial advisor by managing virtual portfolio with real life scenarios and clients as well as improving investments return while making taxes more efficient
- Developed new investment strategies to protect and increase return on investments

IT Network Manager, Chrisnet SARR – Lubumbashi, Haut-Katanga, Congo - Kinshasa **January 2018 – February 2019**

- Built a corporate network with a hotspot system and a website for the company's customers. This new implementation resulted in a 35% increase in gas (customer) demand.
- Taught a team of 5 staff members how to build the resort internet media system.
- Performed server and network hardware rack and stack on a small scale and installed connections to a network.
- Installed a new phone and camera system for the company apartments

IT Manager, The Big 5 HLC – Lubumbashi, Haut-Katanga, Congo - Kinshasa **February 2018 – June 2018**

- Built a hotspot system for the resort and improved their old network. This new hotspot system resulted in a 30% increase of customer satisfaction about the resort entertainment system.
- Restored and maintained the resort's old 3D multi-game simulator.
- Communicated effectively with other employees and upper management to ensure complete care of customers

PROFESSIONAL EXPERIENCE

Data Analyst Intern, Criminal Justice Coordinating Council -- Washington D.C **February 2021 – May 2021**

- Engaged and directed the redesign of the resource locator website and made it accessible to 50% more users.

Financial Advisor Intern, Sterling Financial Group – Norfolk, VA **February 2021 – May 2021**

- Developed new investment strategies to protect and increase return on investments adapted to each one of our customers.
- Monitored the market in order to prevent losses for customers and advising them regarding investments suited for their needs.

Student Assistant & Content Manager, Concordia College World Languages & Cultures **October 2020 – Present**

- Add appealing content to the College World Languages & Cultures webpage using Braintree.
- Redesign web pages with more modern/attractive styling.
- Create an implement a survey system to collect customer feedback and improve the content on the website.dge

Student Manager, Concordia College Dining Services **October 2018 – Present**

- Communicate areas of concern about personnel, scheduling, equipment maintenance, and product needs to the professional.
- Act as a public relations liaison between Dining Services and its customers.
- Accept and process customer payments in cash, credit cards and checks. Also check for validity across different Dining Services' stations.
- Acknowledge customer issues and resolve their problems quickly and efficiently.

Call Center Operator, Concordia College Alumni Call Center **January 2020 – May 2020**

- Called alumni and partners of the college to have their opinions and raise money for the institution by using my marketing skills.
- Participated in charity drives, one of which raised more than \$100,000 for the college and other charity organizations.
- Called elderly during COVID-19 to help fight loneliness.

Sales Manager, Chrisnet SARR – Lubumbashi, Haut-Katanga, Congo - Kinshasa **January 2015 – January 2018**

- Conducted market research to learn about trends and used this data to improve sales by 15% in 2 months.
- Coordinated and planned sales staff training programs, ensuring they were well prepared to succeed in their positions.
- Managed and developed sales strategies and account plans for the team, providing feedback on a weekly basis on the progress of sales and suggested the use of alternative strategies.

COLLEGE INVOLVEMENT

Cobbers Mean Business **October 2020 – Present**

- Build a bridge between young alumni and current students by organizing events where students could network and gain advice..

Computer Science Club **September 2018 – Present**

- Explore the latest technologies and developing new solutions to help improving the life of students on campus.

Finance Club **January 2019 – May 2021**

- Manage the college portfolio by creating growth strategies resulting in big return on investments.