

# HARRY LUTUMBA MPONGO

## CUSTOMER SERVICE

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### SUMMARY

Multilingual customer service and admin professional with 3+ years of experience in client support, data entry and scheduling. Skilled in MS Office, CRM systems and communication across English, French, and Spanish. Known for adaptability, organization and delivering efficient, high-quality support in fast-paced environments.

### SKILLS

Phone Etiquette	CRM Software Management	Google Workspace	Problem-Solving & Initiative
Customer Engagement	MS Office Suite	Payment Processing	Adaptability
Data Entry	French & Spanish Fluency	Email Communication	Customer & Client Engagement

### PROFESSIONAL EXPERIENCE

#### Bilingual Call Center Rep., VoiceLogic

Aug 2024 – Present

- Conducted outbound B2B calls in English and French to generate leads and set appointments.
- Maintained detailed records of client interactions to support sales and marketing strategies.
- Delivered clear, persuasive communication to engage clients and promote services.

#### HR Generalist (Remote), KeelWorks Foundation

May 2024 - Sept 2024

- Onboarded new volunteers, ensuring compliance with policies and completing necessary documentation.
- Supported HR operations through scheduling, document preparation and correspondence management.
- Attended weekly meetings to review task progress and ensure alignment with goals.

#### Customer Service/Assistant photograph, Lassman Studios

Mar 2022 – Apr 2024

##### Photography

- Scheduled 200+ photo sessions and managed client inquiries across phone, email, and in-person.
- Processed payments and updated CRM systems for accurate customer tracking.
- Maintained studio organization and prepared equipment for seamless operations.

#### Events Assistant & Rugby Facilitator, Toronto Inner-City Rugby Foundation,

May 2023 – August 2023

- Handled event registration, database entry, and phone/email communication with participants.
- Supported logistics and on-site coordination to ensure smooth event flow.
- Collected and tracked participant data for reporting and improvement.

### EDUCATION

#### Fitness and Health Promotion Diploma

Sept 2024 - Present

Humber Polytechnic,

- Developing skills in client communication, wellness planning and administrative support. Relevant coursework includes Career Skills and Entrepreneurship, Fitness Assessment and College Reading and Writing Skills.

#### High School Diploma

Nov 2017 - Jun 2021

ÉSC Père-Philippe-Lamarche

- Completed High School curriculum in French