

## Hasna Mbongu

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### Skills

Design Thinking | MS Software | Planning and Organising | Brand positioning | Brand Analysis  
Design Critique | Design Proposal | Project Management | Scope Management | Customer Service  
Time Management | Team Leadership skills

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### Experience

#### **SANZ'A SARL / Project Manager Assistant Assistant**

April 2022- August 2023, Hybrid, DRC

Documenting success in meeting budget and schedule targets.

Working collaboratively with the Lead Project Manager to estimate the work effort required to deliver the project scope within specific timescales and budgets.

Management of Risk-Portfolio, minimising our exposure and risks.

Developing strong working relationships and presenting to the strategy/planning team as well as SANZ'A SARL's Directorates.

#### **Miller Harris / Perfume Consultant**

March 2023 - PRESENT, London

Helping the brand to achieve optimum sales and targets by ensuring a high level of customer service and professional standards.

Supporting all major sales and marketing activities in store through product launches.

Ensuring Miller Harris products are merchandised to the highest level through regular maintenance of all point of sale materials.

Developing positive customer service relationships through friendly greeting and excellent customer service.

#### **Neuhaus / Sales Advisor**

April 2022 - January 2023, London

Meticulously handled POS system transactions including credit and cash to ensure seamless and accurate cash flow.

Addressed any customer complaints and escalated to management when necessary.

Carefully arranged merchandise on shelves according to the item's popularity as well as the design requested by management.

#### **Fenwick / Sales Assistant**

October 2018 - October 2020, London

Actively stayed informed about the latest sale offers and loyalty programs.

Provided prompt customer support with a professional, friendly and patient attitude.

Happily guided customers through the process of successfully finding their ideal styles.

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## Education

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### University of Westminster / Chinese and International Business BA Honours

September 2019 - June 2022, London, England

Studied the Chinese language, cultures and international business in an integrated way, explored the relationships between these elements and the broader economic, financial and cross-cultural contexts. Achieved a 2:1.

### City and Islington College - Sixth Form College / Dance | French | Photography

September 2017 - June 2019, London, England

### Copthall School For Girls) / Dance | French | History

September 2012 - July 2017, London, England

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## Certifications

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### Sydney Romantics / Design & Branding Virtual Internship on Forage

September 2020 - December 2020, London

Brand Authenticity | Product Design and Craft | Digital Marketing | Community Building

- Identified a brand and communicated their values.
- Understood the design process at Sydney Romantics.
- Critique of the company's products listed and presented a new design proposal through mood boards.
- Suggested key influencers for the brand and created social media posts for Sydney Romantics.

### Lululemon / Omnichannel Marketing Virtual Experience Program on Forage

April 2023, London

Project Management | Strategic & Analytical Thinking | Product Development | Market Research | User Research |

- Developed an integrated marketing plan through Microsoft PowerPoint and Google Docs to plan and present my research.
- Digital transformation of the retail guest experience.
  - Pitched a digital product strategy

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## Languages

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**English** - Native | **French** - Fluent | **Korean** - Intermediate | **Chinese (Mandarin)** - Intermediate | **Lingala** - Intermediate