



## Aurélie Mbiye-Mujinga

+32 497 17 86 60  
a\_mbiye@hotmail.com

Zellik, Belgium

<https://www.linkedin.com/in/aurélie-mbiye-mujinga>

## PROFILE

Aurélie is a qualified sales professional, for about 10 years, with extensive retail and product experiences, who made a recent career change towards ICT Business Analyst after following a certified training of 9 months. She is highly focused on being detailed and eager to solve any problem, using her analytical mindset. Result oriented with a strong appeal to sales, IT, art, fashion and trends. Is able to interact with various stakeholders in various enterprise processes, thanks to her educational roadmap.

This allows her to expose excellent communication and organizational skills.

Through the work at Louis Vuitton and the digital marketing courses, she has developed valuable skills in E-commerce, CRM and website design. Acquiring knowledge is a lifetime process for her.

Her aim is to leverage her expertise in favor of the customers to a new level and add value to the enterprises she get's involved with.

## SOFTWARE SKILLS

Level of expertise (1 – 5)

Office 365: Word, Excel, Teams, Ms Project,SQL \*\*\*\*  
Adobe: Photoshop, Illustrator, Indesign \*\*\*\*  
ERP: RMS, Iconics, Icon \*\*\*\*  
CRM: Hubspot, Aircall, Slack, Iconics, ATG/Oracle \*\*\*\*  
Wordpress / Shopify / Wax \*\*\*\*  
UML/BPMN/Jira/ Power Bi / SQL \*\*

## LANGUAGE

Level of expertise (Novice – Fluent)

English Expert  
French Fluent  
Dutch Novice

## FORMATIONS

### Scrum Product Owner - Training

- Jan. 2025 - féb. 2025

### Business Analyst -Training

- May 2024 - féb. 2025

### Scrum - Training

- April 2024 - May 2024

### Dutch - online training

- Jan. 2024 - Present

### Digital marketing - online training

- Jan. 2021 - June 2021

### Brussels formation – industrial buyer

- Sept. 2016 - June 2017

### EFP School – sales representative - Evening courses

- Sept. 2015 - June 2017

## EDUCATION

### Haute école Lucia de Brouckere School Public Relations

- Sept. 2009 - June 2011

### Haute école Francisco Ferrer Arts School – Textile Design

- Sept. 2007 – June 2009 / Sept. 2011- June 2013

## PROFESSIONAL EXPERIENCE



tâches en tant que stagiaire :

**Projet Business Analyste - Greenwin**  
Création d'une Application - Entreprise Sol-Felui

**Projet Business Analyse - Playzone**  
création système gestion de temps - compatibilité  
Entreprise - Institut Eco- Conseil

**Projet Business Analyse - Playzone**  
Prototypage d'une nouvelle version de Fresque du climat

**Projet Business Analyse - Maker Hub**



May 2023 – April 2024

Regional Sales Manager - Otuvo Belgium

Otuvo is a B2C vendor of solar panels and related products. It's a unique business that offers the solution as a lease-based service for a fixed duration, with the option to buy.

Daily tasks:

- Inbound and outbound calls, give general information about the company and selling solar panels and batteries.
- Designing solar panel configurations based on customer input using cloud (custom cloud based configuration tool by Otuvo)
- Follow up of opportunities, leads, activities and orders using Hubspot.
- Using Aircall and Slack for external and internal communication
- Follow up of customer complaints/RMA

Weekly tasks:

- Monitor Sales pipeline and discussing KPIs and targets with the team, using Hubspot
- Deliver input to the management and international sales team

Monthly tasks

- Advise the management on the customer base and provide strategies and action plans to optimize client journey.
- Advise on how to optimize the Cx processes (sales, after sales, marketing) in Hubspot
- Responsible for training new joiners to use Hubspot, Cloud, Slack, ...



LOUIS VUITTON

September 2018 – 2023

E-commerce Coordinator - Louis Vuitton Service Europe - Senior

Louis Vuitton is a French luxury fashion designer that is known for its premium quality goods.

Daily tasks:

- Inbound and outbound calls, give general information about the company.
- Sales tasks for E-commerce and distance selling
- Follow up of the sales orders.
- Follow up of the stock availability
- Follow up of complaints/RMA
- Guide the clients to certain in store services

Marketing tasks:

Organising and implementing marketing actions together with the clienteling team according to the client's status.

Clienteling tasks:

Customer follow up campaigns and customer retention activities: e.g. Personal customer E-mail (copywriting), handwritten thank you cards.

Customer journeys: verifying and optimizing the selling process and customer experience to maximize customer satisfaction

Presentation of exclusive collections, includes e-mail marketing campaigns and product presentation on the webshop.

Personal sales advisor support. Sending invitations to attend private events.

Monthly tasks:

Achieving monthly sales figures (KPIs) on the basis of the action plans put in place each month.

Writing and submitting the sales report at the end of each month.

Monthly training for all new products

Responsible for training new joiners

General tasks:

Duplicate invoices using internal software.

Men's / Women's accessory references



Sept. 2017 - Dec. 2017

intern Assistant buyer - Krome Hair extensions boutique Brussels

Krôme Brussels is a vendor of high quality hair extensions



June 2017 – Aug 2017

Assistant Buyer intern - Lola&Lisa – Headquarters

Lola Liza is a 100% Belgian fast fashion clothing designer for a female audience.



Sept. 2014 - Oct. 2016

Sales advisor and cashier - Veritas - Brussels

Veritas is a Belgian fashion retail company with shops in Belux