

Alex Kasongo

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Profile

Highly skilled and dedicated Implementation Project Manager with a strong technical background and a passion for delivering exceptional service. Proven track record of successfully resolving implementing complex projects and providing comprehensive coaching to clients using SAP Concur's suite of Travel, Expense and Invoice management solutions.

Skills

- **Project Management:** Strong project management skills to plan, execute, and close SAP Concur implementation projects.
- **SAP Concur Knowledge:** In-depth understanding of SAP Concur functionalities, modules, and best practices.
- **Stakeholder Management:** Excellent stakeholder management skills to interact with clients, end-users, and internal teams.
- **Communication Skills:** Effective communication skills to convey project goals, timelines, and updates to both technical and non-technical stakeholders.
- **Problem Solving:** Critical thinking and problem-solving abilities to address challenges during the implementation process.
- **Leadership:** Strong leadership skills to guide the implementation team and ensure project success.
- **Team Collaboration:** Collaboration skills to work closely with technical teams, consultants, and other project stakeholders.

Experience

IMPLEMENTATION PROJECT MANAGER, SAP CONCUR; BELLEVUE, USA – 2023-PRESENT

- Experienced in coding responsive email designs and landing pages.
- Collaborated with cross-functional teams to ensure campaign accuracy is in accordance with quality specification.
- Tested and troubleshooted HTML, revised code when necessary to ensure campaigns rendered properly across multiple email clients, browsers, and mobile devices.

SUPPORT ENGINEER, SAP CONCUR; BELLEVUE, USA – 2022-2023

- **Problem Solving** - Strong analytical and problem-solving skills to troubleshoot and resolve issues efficiently.
- **Collaboration** - Collaborated with cross-functional teams to and worked closely with IT professionals
- **Documentation** - Strong documentation skills to maintain records of issues, solutions, and best practices.

EMAIL DEVELOPER, INCENDIARY BLUE; LONDON, UK – 2018-2021

- Experienced in coding responsive email designs and landing pages.
- Collaborated with cross-functional teams to ensure campaign accuracy is in accordance with quality specification.
- Tested and troubleshooted HTML, revised code when necessary to ensure campaigns rendered properly across multiple email clients, browsers, and mobile devices.

IT TECHNICAL SUPPORT SPECIALIST, COMPUTER MANIA; CAPE TOWN, SA – 2016-2018

- Managing customers to keep them calm and set expectations. Kept customers informed of progress during issue lifecycle and made follow up communication in a timely manner.
- Collaborated with diverse team members to meet company objectives.
- Maintained updated knowledge of company products and services to better provide customer support, product expertise and service solutions.
- Troubleshoot customer issues and prevented further disputes by systematically researching information, navigating internal processes while achieving over 98% in quality assurance

COMPUTER TECHNICIAN, COMPUTER MANIA; CAPE TOWN, SA – 2014-2016

- Excelled at setting up hardware, installing and configuring software and drives.
- Managed customer security options and software in computers to maintain privacy and protection from attacks.
- Performed regular upgrades to ensure systems remain updated. support and service solutions.
- Troubleshoot system failures or bugs and provided solutions to restore functionality.

Education

Cape Town University of Technology, Cape Town, South Africa – Bachelor of Marketing, 2020