

John H. Kabala

SERVICE MANAGER/DIRECTOR

A people-centric, results-oriented and committed management professional who demonstrates expertise in leading the delivery of complex technical service and maintenance projects, focusing on effectively managing risks while maintaining the highest quality standards. Provide support and guidance to teams by fostering a culture of collaboration and shared project responsibilities. Establish and maintain a track record and reputation of achievement as a highly motivated, innovative and committed approach to technical excellence and successful project execution.

Leverage success in cultivating and strengthening stakeholder relationships and driving robust business development strategies to ensure company sustainability. Proven a personal interest in community management and development by driving the strategic direction of community initiatives, aligning business objectives and fostering a strong, vibrant community culture.



South Africa



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French
English
Swahili
Lingala
Tshiluba

Notable career highlights:

Technical

- Implemented a stock management strategy that gained ZAR300 000 annually for the company.
- Exceeded the Service and Repairs Department's monthly targets by 20% 2 years consecutively.
- Developed and implemented a new staff management strategy to improve staff motivation, increasing performance from 60% to 90%.

NGO

- Developed and established the brand (The Free-Minded Academy) in 6 African countries, including improving the image of the organisation across Africa through effective Public Relations and communications.
- Successfully organised and trained 1,000 youth on the continent in 2023.
- Developed the organisation's policy and guidelines materials used in different countries.



KEY SKILLS

- Project Management
- Operations Management
- Community Management and Development
- Team Building, Training and Collaboration
- Conflict Resolution
- Policy Development
- Client Relationship Management
- Account Management
- Business Development Strategies
- Public Relations
- Brand Ambassador
- Technical Support
- Mechanical Design and Mechanical and Electronic Fault-finding
- Mechanical Assembly
- Book Writing
- Content Creation
- Websites development
- Social Media management

PERSONAL ATTRIBUTES

- Strategic Visionary
- Mentor
- Leadership and Direction
- Strategic Planning
- Interpersonal Communication
- Critical Thinking and Decision-making
- Analytical Problem-solving

PROFESSIONAL WORK EXPERIENCE

AllCash Technologies, South Africa
Service and Repairs Manager ◦ *Brand Representative* | June 2020 to May 2024

- Provide complex service and repair tasks nationally and internationally.
- Manage a service and repair budget of R24 000 000 and the financial resources necessary to accommodate current and future maintenance and repair projects.
- Provide leadership and direction to the service team of 20 members plus many subcontractors across the country.
- Developed and implemented processes that improved resource management by 30%, including improving human and physical assets.
- Implemented a new system which turned past losses into profits.
- Introduce company products and services within the French market (Central Africa) as a Business Representative.
- Identify and secure new business opportunities.
- Successfully closed deals R2 000 000 through 12 months, while providing pre-and-post-sales support.

Repairs and Service Administrator | May 2018 to June 2020

- Managed and updated preventative maintenance schedules in compliance with regulations.
- Performed regular facility inspections to meet all safety and environmental regulations.
- Created and maintained an accurate record database of all maintenance activities.
- Monitored, analysed and decreased maintenance costs by R120 000 monthly and improved performance by 90%.
- Generated detailed reports of maintenance activities for management review.
- Maintained and updated the maintenance database to ensure the accuracy of all records.

Factory Technician | May 2016 to May 2018

- Construction and assembly of products within a Factory Environment
- Drawing and design with Autodesk Inventor

ADDITIONAL EXPERIENCE

AllCash Technologies, South Africa
In-service Training (Internship) | May 2015 to May 2016

ADDITIONAL EXPERIENCE

Free-Minded Academy, South Africa
Co-founder and Director | August 2017 to Present

- An international training centre where the programme is accessible to young Africans on the continent.
- Successfully opened offices in Ghana, Nigeria, and Sierra Leone.

EDUCATION

Bachelor of Arts Honours (BA HON) in Development Studies
2024
University of South Africa (UNISA), South Africa

Bachelor of Arts (BA) in Community Development Studies
2022
University of South Africa (UNISA), South Africa

National N Diploma in Mechanical Engineering
2017
Johannesburg Institute of Engineering and Technology, South Africa

National Diploma in Auto Mechanics
2008
Industrialo Technic Institute La Source, Democratic Republic of the Congo (DRC)

PROFESSIONAL DEVELOPMENT

- Certificate of Agriculture and Livestock
- Certificate in family planning
- Level one first aid certificate

COMPUTER AND SYSTEM KNOWLEDGE

- Microsoft Office Suite
- Pastel (Sage Evolution)
- OpenRMA
- Autodesk Inventor