



MONUSCO

Mission de l'Organisation des Nations Unies
pour la Stabilisation en République
démocratique du Congo

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Mission in the Democratic Republic of Congo

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Portrait of Susan KAITESI KAMALI



« For a lady whom I met for the first time in her office at RSCE in Entebbe (Uganda), Susan Kaitesi Kamali left an excellent impression on me. Very attentive to our concerns, very helpful in assisting us through the administrative maze, she guided us – I would say- by the hand, to complete the formalities associated with the dispatch of our ECHOS DE LA MONUSCO magazine to different destinations in the DRC, beginning by giving us a detailed description of the packing process by the Kampala-based printer KWIK and the delivery to RSCE...using adequate and measured words, all said with open miles and kindness ». These words are from Léonard Mulamba, the chief editor of the ECHOS DE LA MONUSCO magazine, speaking his heart after returning to

Kinshasa from a business trip to Entebbe.

Our graphic designer officer, Jésus Nzambi Sublime, was part of that Entebbe trip and he says he was equally impressed with Susan. *« Susan's passion and enthusiasm for client services shine through her welcoming smile. As soon as you enter her office, she stops whatever she is doing and assists you. Her readiness-to-serve ability is just impressive »*. I must begin by thanking both Léonard and Jésus for having brilliantly brought her to our attention. But who is Susan Kaitesi Kamali?

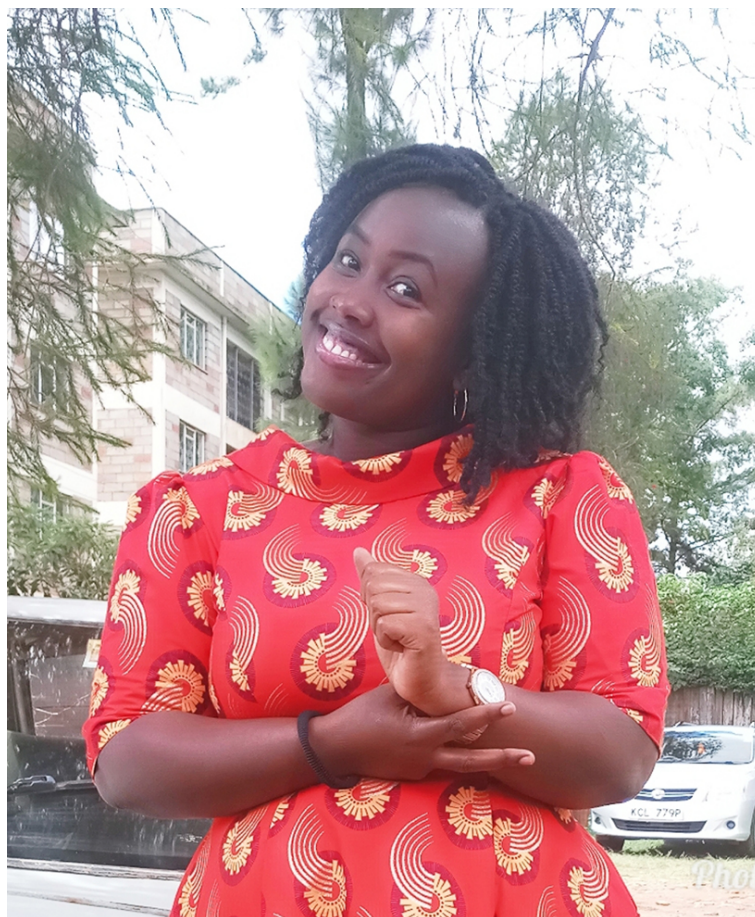
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Susan is a charming young Ugandan woman who first joined MONUSCO in May 2013 as Administrative Assistant working at the Entebbe (Uganda) Support Base. Currently she combines this position with her role as Supply Assistant on the Integrated Warehouse (IW) team.

As an administrative assistant in the office of the Chief, Supply Chain Management Services (SCMS), Susan handles multiple, complex tasks, which she describes as follows: ***“I answer and direct phone calls, organize and schedule appointments, plan meetings and take detailed minutes. In addition, I write and distribute emails, correspondence memos, letters, faxes and forms, as well as assist in the preparation of regularly scheduled reports, develop and maintain a filing system, and updates and maintains office policies and procedures. Besides that, I maintain contact lists and book travel arrangements”***. But that is not all – she also submits and reconciles reports, provides general support to visitors,



acts as the point of contact for internal and external clients, and liaises with executive and senior administrative assistants to handle requests and queries from senior managers. That is, gentle readers, the first hat that Susan wears.

Her second hat is that of Supply Assistant on the Integrated Warehouse (IW) team – a role with an equally impressive list of tasks, it seems to me. Here it is presented in her own words: ***“In my role as supply assistant I process incoming and outgoing shipments, manages paper and electronic filing systems, tracks inventory of all supplies, and maintains notes of any damaged commodities. I am also responsible for tallying incoming shipment, taking physical***

counts of the goods and preparing detailed documentation, following proper documentation and safety procedures of all warehouse functions. This is in addition to supervising and overseeing the organizing, stacking and storage of commodities by warehouse contractors, ensuring proper maintenance of warehouse equipment and goods, and reporting to the IW Supervisor and team leader regarding collation of attendance sheets, leave plans and any other matters regarding the ICs". Now some of you, dear readers, may wonder how Susan can manage such a daunting workload apparently without getting stressed out. Well, the answer may lie in her career path prior to landing a job at the United Nations. ***"After graduating with a bachelor's degree in Economics with an emphasis on Development economics and sustainable growth and development, I worked mainly with firms dealing with IT Software and Backup solutions as a key account manager with responsibility for building and nurturing loyal, long-lasting relationships with each of their high-value customers",*** she says. ***"I was a dedicated resource for key accounts and I was committed to helping clients to realize their business goals and achieve success".*** Here note the words and phrases "manager", "dedicated resource", "committed to helping customers realize goals and achieve success" – all of which require skills such as communication, flexibility, adaptability, and the like.

IW supervisor Mr. Marius Gatta, in his remarks elegantly formulated here after, bears witness to those qualities of Susan. ***"Ms. Susan Kamali when she joined the then Supply Section, was the only female national staff working in the warehouse. The expectations were high as she had to quickly integrate the team and to prove herself, as she had never worked in the UN environment. She quickly gained confidence and had shown high degree of adaptability to her new environment. Within a short period, she had learnt a lot and became a key player in the warehouse, always accepting new challenges and additional responsibilities. She usually performed her duties with high sense of professionalism and dedication. She does not hesitate to seek guidance and advice, which helped her to work with minimum supervision. She is well conversant with all UN core values. Her communication skills helped her to easily serve her multi-diverse clients with respect and integrity. She is well-focused, always looking to achieving goals. She is a kind of staff, any supervisor will enjoy working with".***

Ms. Elizabeth Wanga, a Logistics Assistant and a long-time coworker of Susan's in the Supply Chain Management Unit, recognizes Susan as a great team player, emphasizing her dedication,

productivity, cooperation, integrity, and sense of responsibility, among other things. ***“I have worked with Suzan for over 6 years now. Suzan has good communication skills, she can constructively deal with a variety of personalities, and the mental toughness to shoulder responsibility and weather criticism. She is a very hard working young lady who can never let you down in work or friendly activities. If she says she is going to do something for you, she will do it. She is very organized both in mind and physical, she is a good planner evidence can be seen on her year planner books where her activities for the day, month and year are recorded both private and work related. I feel proud to have known her and worked with her, because I have learnt a lot from her”.***

Mr. Abu-Baker Katovu, a Logistics Assistant in the Integrated Warehouse, praises Susan for being an asset to her team through her ability to solve problems, support and kindly advise others, and share her knowledge with them. ***“I have worked with Susan Kaitesi for some good time and I have always been admiring her working styles and skills displayed especially during the execution of our Integrated Warehouse activities or operations. Susan is focused and committed with her work, she loves her job very much. I remember one day she was sick and she decided to go for a short Sick leave, but due to emergencies at work, she was called to office to give support, and because of her commitment and love towards her work, she decided to come***



back to give support to SCM-IW. Susan is open to everybody while doing warehouse work/operations (SCM-IW), she likes sharing knowledge, skills and providing guidance to all her colleagues, so she is a great asset to the SCM-IW. Lastly, I know Susan as a problem and challenge SOLVER, she demonstrates the ability to solve problems and overcome challenges

within the SCM-IW family. She can listen to everybody and offer advice to anyone in a professional manner”.

Now let me turn over to Susan and ask her a few questions.

Me: Did you choose to work with the United Nations or you just end up here?

Her: *It was a choice primarily. I always desired to work in a truly international and multi-cultural environment, and the UN provided for me a center that promoted working to achieve goals at best through the efforts of teams of different people.*

Me: Next question. I know, judging from the above testimonials from your colleagues, the answer is obvious, but I figure I will ask you anyway. How is your relationship with your colleagues?

Her: *I would describe it as very good since am a team player, I believe if one wins we all do and also an active listener which is a skill required every day.*

Me: How do you see the overall situation in DRC?

Her: *Beautiful country displaying growth and development patterns.*

Me: Do you feel the UN is doing a great job, or little...in DRC?

Her: *I believe that it's doing its best in making headway to achieve the mandate.*

Me: Do you have other activities besides your job? Which ones?

Her: *Yes, I volunteer at times as a sign language interpreter in my community, as well have a passion for interior decoration, am always changing my family and friends living spaces”.*

Me: If you don't mind my asking, are you married?

Her: **No.**

(Me, thinking inside myself: Upon reading this “No”, some young single male folks out there might be looking at Susan's stunning photos and saying to themselves “maybe I could have a chance to form a couple with...Well, maybe I am being too imaginative). Let us move on to the next question. Do you have any children, Susan?

Her: **No.**

Me: What kind of household chores do you like to do?

Her: ***I enjoy cooking, baking and cleaning.***

Me: Are you aware of the musical overheating in DRC?

Her: ***Not really but I was quite interested to learn and hear recently of the cellists from the Kimbanguist Symphony Orchestra in Kinshasa, their performance is a must listen.***

Me: What are your dreams about the DRC? (Do you have a dream... !)

Her: ***My dream is, have an impact on change, positive change, towards the ideals making whatever environment we are living and working in more ideal to serve other human beings better.***

By Tom Tshibangu/MONUSCO