



## Session 3: Moderator & Panelists

### 1. Muhwezi Daraus Jim



Mr. Muhwezi Daraus Jim is the Chairperson of the EACO WG4 that is responsible for the development of Postal and Courier Services within the EACO member states. He is a manager in charge of Letters and Parcels operations at Posta Uganda as well as Ag. Manager International Relations. He is the National Projects Coordinator for the Universal Postal Union (UPU) Quality of Service Fund projects as well as the UPU Country Project Manager for the Operational Readiness for E-commerce project. Jim also sits on the Postal Operation and Technology Technical Committee of the Pan African Postal Union (PAPU). This committee is responsible for providing ideas for growth of the postal sector through use of new technologies in the African region.

Mr. Muhwezi has over 12 years of supervision and management in the postal sector. He is an activist of quality assurance, innovation and new technologies that facilitate quality service delivery and analytics in the postal sector and has been part of the various digitization initiatives at Posta Uganda.

Mr. Muhwezi holds a Master's degree in Management Studies and a Post Graduate Diploma in Project Planning and Management from Uganda Management Institute as well as a Bachelor of Entrepreneurship and Business Management from Makerere University. He also holds a number of short course certificates in Business Process Outsourcing (BPO), Financial services, Quality standardization and certification as well as Strategy formulation and implementation.

## 2. Victor Gbadeyan



Victor is a business operations veteran with over 20 years' work experience managing projects, startups and multi-country SMEs. He is a distinguished alumni of world-class multinationals across various industry sectors like Oil & Gas (Shell Corporation), Banking & Finance (Citigroup), Telecoms (IHS Towers) & Automotive logistics (PrimeTrack Telematics). A peak performance leader with proven expertise in project, people and stakeholder management, Victor rose through the ranks in Citigroup over a 14-year period, ultimately managing projects, personnel & resources in the Middle East, Africa & Pakistan (MEAP) cluster, a coverage of 23 countries spread across continents.

Victor's educational background covers a wide array of disciplines: a graduate of Engineering Physics from the Obafemi Awolowo University, Nigeria, he also holds an Master of Business Administration from the same university, as well as a Master's degree equivalent in Geophysics from the Robert Gordon University, Aberdeen. He is an associate member of the Chartered Institute of Purchasing & Supply (CIPS), London,

Victor currently serves as Country Director for AKUTARi Limited in Rwanda, and has been overseeing the company's operational activities and resources since January 2020.

## 3. Pacific Munyeshongore,



Burundian, 55 years old, three children two Boys and one Girl.

**Academic studies:** 2002: Bachelor Degree in Business Administration (BBA) at Iringa University-Tanzania, after completion of 4 Semesters at Waldof College Dar-Es-Salaam (Branch of IOA University, USA). Now registered in Master program in Local University.

1992- 1995: Burundi University

1995-1989: Refugee in DRC Congo and Tanzania

**New Position:** CEO (Chief Executive Officer) of Burundi Post (Régie Nationale des Postes) since February 2023.

**Previous positions:**

- Commission General of Burundi Revenue Authority (OBR)
- 1<sup>st</sup> Deputy Governor of the Central Bank
- Deputy General of the National Development Bank (BNDE)
- Commission General of the Departement in charge of privatization of public owned companies.
- Regional Sales Manager of Burundi Breweries Company (Brarudi)

**Languages:** Kirundi, French, English and Swahili.

**Hobby:** Gym and Football.

#### 4. Joan Toroitich



##### **General Manager/ Posta Kenya**

Joan is the General Manager in charge of Postal Financial Services in Posta Kenya with an extensive career spanning over 25 years of progressive work experience having worked in various departments within the Corporation. She has gained an all-rounded expertise in Postal Services, Retail Management, Operations, Logistics, and overall Customer Experience. Joan's commitment is in delivering exceptional services that meet the latent consumer needs while also providing inspirational leadership and mentorship to her team, driving them towards optimal productivity. She has profound enthusiasm for the digital transformation of Payment Services and the advancement of financial inclusion.

Joan's educational background includes an Executive Master's Degree in Business Administration from Jomo Kenyatta University of Agriculture and Technology and a Bachelor's Degree from Kenyatta University. In addition, she is a Member of the Chartered Institute of Logistics and Transport. (CILT)

## 5. Celestin Kayitare



Celestin Kayitare is currently the Director General of National Post office, Rwanda also referred to as iPOSITA, a Public Institution operating in Rwanda's service industry, mandated to competitively deliver communication, parcels, and related services as well as fulfilling the Universal Service Obligation by seeking to serve the needs of every person and geographical region of Rwanda. He has held this position since 2006. He is also a Board member of SANLAM General Insurance and Chairman Claims & Underwriting Committee, Rwanda. He is the current Chairman of the EACO Postal Assembly. Celestin has held several other Director General positions in Rwanda and Canada where he worked before settling back in Rwanda. He has a wealth of experience in management of several government and multinational organizations. He holds a Bachelor of Commerce (B.Com) from Makerere University, Kampala, Uganda and a BA(Hons) from York University, Toronto, Canada