

Curriculum Vitae

PERSONAL INFORMATION

Gonzague ISIRABAHENDA



Sex |



PROFILE

A well organized, flexible personality with problem-solving skills combined with diverse people skills developed from working in a multi-cultural environment; Social and open-minded.

WORKING EXPERIENCE

August 2023 up-to-date

Customer support

August 2022 to June 2023

Collection specialist GlobalCorp

February 2022 to date

Freelancer on qualitative, quantitative research; career guidance

March 2021 to February 2022

Collection and credit analyst at GlobalCorp

August 2018 to May 2020

Research assistant

Research project University-to-work transition. A qualitative inquiry on overqualification among Romanian youth (OVERED, project supported by a grant of the Romanian National Authority for Scientific Research and Innovation, CNCS-UEFISCDI, project number PN-IIIP1-1.1-TE-2016-0368). Coordinator: M.C. Pantea
Babeş-Bolyai University, Faculty of Sociology and Social Work, Cluj-Napoca, Romania

Tasks:

	<ul style="list-style-type: none"> <input type="checkbox"/> Semi-structured interviews with young graduates, company representatives, H.R. personnel, career counselors, and policymakers in Romania <input type="checkbox"/> Verbatim transcription <input type="checkbox"/> Public presentations of interim project results
July 2018 to Feb 2020	Jr Collection analyst at GlobalCorp
October 2015- March 2018	Laboratory assistant and coffee packer; Constantin Brancusi 12 a, 400462 Cluj-Napoca
July to September 2014	T.M.M. Social Worker at National Commission for Children/Rwanda
May to June 2014	Research consultant at Care International Rwanda
January to April 2014	Research consultant at World Vision Rwanda
July to November 2013	<p>Research consultant at Tulane University International L.L.C./Rwanda country office supports Tulane’s activities about the research called Rapid Assessment of Reintegrated Children organized by UNICEF.</p> <p>My specific activities include:</p> <ol style="list-style-type: none"> 1. Participation in in-depth interviews: <ul style="list-style-type: none"> <input type="checkbox"/> Up to 2 older youth per each of three orphanages <input type="checkbox"/> Up to 2 at each of the three orphanages among former staff members responsible for reintegration of children <input type="checkbox"/> Up to 6 Community social supports responsible for providing post-reintegration follow- up and home visits to children and families from specific orphanages <input type="checkbox"/> Up to 4 with GOR or Hope and Homes for Children staff 2. Take detailed notes during interviews, in the language of the interview 3. Clean notes prior to formal translation, in conjunction with project team 4. Submit notes on a rolling basis for translation
March to June 2013	Professional internship and volunteerism at Rwanda’ Ministry of Disaster Management and Refugees Affairs working closely in Repatriation, Reintegration, Refugees Eligibility and Protection, Social Services & Refugees Camps coordination.
October to November 2012	Social work practice and worked as a clinical social worker at Kabutare District Hospital
February to March 2012	Data collector and data analysis in two types of research called (1) Understanding community services as a tool for sustainable development in Rwanda and (2) Street children and family reintegration strategies: A comparative study based on services towards street children in Rwanda
January to February 2012	An administrative assistant in Analysis and editing Rwanda National Association of Social Workers guidance and agenda book

October to December 2011	Enumerator, data entry in a research called the role of Social work in poverty reduction and the realization of Millennium Development Goals in Rwanda organized by the National University of Rwanda.
April to July 2011	Secretary to the Executive Committee in a project called Promotion of professional Social work (PROSOWO) towards social development and poverty reduction in East Africa, which was a joint initiative of four east African institutions of high education in a collaboration of Carinthia University of Applied Sciences (Austria)
2009- 2010	Enumerator and data entry at Rwanda National Institute of Statistics
2006- 2008	Computer trainer at Tout par la Grace and NADI TRADING SOLUTIONS in Nyarugenge District, Kigali City.

EDUCATION, TRAINING, AND RESEARCH

UNIVERSITY EDUCATION

Postgraduate

Since 2017 to date: PhD student in Sociology, Babes-Bolyai University (B.B.U) Cluj-Napoca, Romania.

Thesis title: Graduate employability: A qualitative inquiry on overqualification among Young Romanians graduates.

Ph.D. coordinator: Prof. Maria-Carmen Pantea 

Main courses:

Methods of Evaluating social impacts

Theoretical perspectives on Social problem studies.

Methodological foundations of social science research.

2015 - 2017: Masters in Social Service Management, B.B.U. Romania

Main courses:

Qualitative data analysis

Planning, evaluation, and management of social services

Ethics in social and public institutions

Human resource management in social services

2017-2017: Master's in social work, University of Ostrava: Ostrava, CZ

Undergraduate education

2014-2015: Preparatory year at B.B.U., Romania.

2010 - 2013: the National University of Rwanda in Faculty of Arts, Media and Social Sciences (FAMSS), Social Sciences Department, Social Work *option*. B.A. in Social Work

Main courses:

Theoretical principles of welfare and social policy

Demography and statistics

Health care management and mental health
 Theories and practice of social work
 Research methodology in Social Sciences
 Social work intervention and globalization
 Human rights and social justice
 Inferential statistics and SPSS for data analysis

Secondary education

2006- 2008 : APFCL (Associé Pour Former les Candidats Libres)
 Certificate of Advanced level (Secondary school) in Literature

1992-1994: College Saint André

Primary education

1986-1991: Mburabuturo Primary School; Kicukiro District, Kigali City

PREVIOUS TRAINING

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- Research and Technical Writing Institute on 20-23 June, 2023 organized by Organized by Lumivero
 - Build good practice in reporting thematic analysis on 15-16 June, 2023 with Virginia Braun, Victoria Clarke, Nikki Hayfield and Gareth Terry organized by SAGE Publishing
 - Common challenges in Thematic Analysis and how to avoid them with Virginia Braun & Victoria Clarke organized by SAGE Publishing
 - Common skills in scholarly publishing: IMRaD article structure and journal choice organized by Elsevier Researcher Academy
 - Critical Realism Discussion Group: Critical Realism and Social Theory; Gender and Intersectionality; Critical Realism and Ethics and Imagination and theory generation organized by Critical Realism Network key members
 - 2022 International Training Workshop on Open Science and SDGs, Aug 29-Sept 09, 2022 co-organized by the International Research Center of Big Data for Sustainable Development Goals; CAS-TWAS Centre of Excellence on Space Technology for Disaster Mitigation; CODATA (Committee on Data of the International Science Council); Computer Network Information Center, Chinese Academy of Science, and other agencies.
 - Participated in the Perspectives on Youth seminar from 7 to 9 November 2022 at the European Youth Center, Budapest, Hungary organized by the Partnership between the European Commission and the Council of Europe in the field of youth.
 - Presentation Skills: 2022 SRHE Conference covering Structuring a presentation with clarity of purpose; Getting the most out of your materials; Dealing with hiccups and Presenting in practice organized by SRHE Professional Development Programme Network
 - Writing and editing a scientific work by Babes-Bolyai University
 - Social work intervention methods, Guidance, and counseling by the National University of Rwanda
 - Project management and evaluation, leadership and human resource management; Needs and Biopsychosocial assessment by National University of Rwanda
 - Repatriation, Reintegration of Refugees /Asylum seekers eligibility assessment by Rwanda Ministry of Disaster Management and Refugee Affairs (MIDIMAR)
 - Data collection and data analysis skills (qualitative and quantitative) by Tulane International University L.L.C. Rwanda, National University of Rwanda

Publications

- Isirabahenda, G. (in print). Reconsidering Graduate employability: The case of entry-level employees in Romania. In Trends of knowledge and social development in the 21st century" the University. Ed.: Lucian Marina, Mihai Pascaru, Bogdan-Nicolae Mucea: Tritonic Books, Bucharest, 2023.
- Isirabahenda, G. (2023). Revaluating home-grown initiatives toward an inclusive socio-economic future. In Mastracci Sánchez, D., & Villarreal, A. (Eds.). (2023). Indigenizing education for climate action: Strategies, case studies and testimonios. Pressbooks.
- Isirabahenda, G. (2023). Knowledge-based economy vocabularies: Reflection on graduate employability. 2023 Vocabulary Symposium, Onsite (Canberra, ANU) and online. The Australian Research Data Commons (ARDC) <https://doi.org/10.5281/zenodo.10052260>
- Isirabahenda, G. (2022). The Green Growth Agenda: A Critical Analysis in Rwanda Situation. in Conflict and climate change, Alba Iulia / ed.: Chereji C.R, Pop A, Sandu C. Cluj-Napoca : Accent, 2022.
- Isirabahenda, G. (in print). Underemployment of Graduates from Romanian Higher Education Institutions: A Conceptual Understanding. in Cunoaștere și dezvoltare socială: lucrările conferinței „Tendințe ale cunoașterii și dezvoltării sociale în secolul 21”: ediția a 6-a, 25-26 octombrie 2019, Alba Iulia / ed.: Lucian Marina, Mihai Pascaru. - Cluj-Napoca : Accent, 2019, pp:125-139
- Isirabahenda, G. (2017). Gambling among young people in Cluj- Napoca: A critical sociological analysis. In “Alcoholism and Other Addictions: Multidisciplinary perspectives. Editura Accent, Cluj- Napoca
- Isirabahenda, G. (2017). Young People’s Understanding of Sexual Health and Sexuality: Explored the Situation in Rwanda, in Social review, Revista de Asistență Socială, anul XVI, nr. 4/2017, pp. 1-11
- Isirabahenda, G. (2018). Illicit drugs use among youth: a hindrance to socio-economic development in Rwanda. Social Research Reports, Vol.10, Issue 2, p.74-84
- Isirabahenda, G. (in print). ‘Students’ Views on Women’s Leadership in Social Services: A Qualitative Analysis in Romania and the Czech Republic’ in Revista de Asistența Socială. 4/2018.

Presentations and attendance in International Conference/Seminar

- 2025: **Precarity in the Romanian service sector: Ethnography study.** To be presented at the Work and Equalities Institute (WEI) sixth Fairness at Work International conference|| Conference theme: Fairness reimaged: Multidisciplinary perspectives about work, Manchester 21 - 22 January 2025 organized by University of Manchester, UK.
- 2025:**Precarious employment and outsourcing: Insights from Overqualified Employees in Romania.** To be presented at the BSA Annual Conference 2025: Social Transformations. Manchester, 23-25 April 2025 University of Manchester, UK
- 2024: **Evidencing Uncertain Career Paths Among Overqualified Employees.** To be presented at the 8th International Scientific Conference Tendencies of Knowledge and Social Development in the 21st Century || Conference organized by "1 Decembrie 1918" University of Alba Iulia, in collaboration with Research Institute for Quality of Life (Romanian Academy), Alba Iulia 11-12 December 2024.
- 2024: **Career Stability and Insecurity: Evidence from outsourced jobs in Romania.** To be presented at the ADAPT International Conference XIV Edition || Conference theme: What Do Workers Want Today? An

- Interdisciplinary Reflection on Representation, Industrial Relations and Labour Law, Bergamo (4 - 6 December 2024).
- 2024: **“I could become stewardess”**: **Perceived declining value of higher education degree**. To be presented at the 2024 SRHE International Research Conference || Conference theme: Higher Education: A Place for Activism and Resistance? 2-6 December (online) and in-person at the East Midlands Conference Center in Nottingham, UK).
 - 2024: **Behind Graduate Employability Curtain: Evidence of Education-Job Mismatch in Romania**. Presented in the British Sociological Association (BSA) Virtual Annual Conference 2024: Crisis, Continuity and Change 3-5 April 2024
 - 2024: **Rethinking Graduate Employability In Context**. Research Seminar organised by the Society for Research into Higher Education (SRHE) Employability, Enterprise and Work-Based Learning network. March 13, 2024
 - 2024: **Behind the AI Curtain: The Invisible Workers Powering AI Development**. Research Seminar organised by International Labour Organization (ILO) and the Joint Research Centre (JRC) of the European Commission, 29 February 2024 Brussels
 - 2024: **Algorithmic management practices in regular workplaces**. Research Seminar organised by ILO on 23 February 2024
 - 2024: **Careers of Overeducated Romanian Employees in the Digitalised World of Work**. Presented in the Social work research as a practice of transparency- edition 2024 organised by The International Social Work and Society Academy (TiSSA), Ghent University, the Department of Social Work & Social Pedagogy of and the KU Leuven, Centre for Sociological Research (Belgium), February 2, 2024
 - 2023: **We deserved fair treatment! A pathetic career transition within an outsourcing company**. Presented in the 2023 SRHE International Conference Higher Education Research, Practice, and Policy: Connections & Complexities: 4-8 December 2023
 - 2023: **Decent career pledges and Precarity: The Case of overeducated employees**. Presented at the ADAPT International Conference 2023 - XIII edition. "Towards a Workless Society?" Bergamo Italy, 30 November - 2 December 2023
 - 2023: **Knowledge-based economy vocabularies: Reflection on graduate employability**. Presented in the International 2023 Vocabulary Symposium: FAIR Vocabularies for All -14 and 15 November 2023 organised by The Australian Research Data Commons (ARDC)
 - 2023: **Working in an Outsourcing Age: Critical Reflections on Education-Job Mismatch in Romania**. Presented at the International Conference on ‘New Technologies and Future of Work in Global South’ 17-19 July, 2023, New Delhi-India
 - 2022: **Reconsidering Graduate employability: The case of entry-level employees in Romania**. Presented at the 7th International Conference ALBA IULIA/Romania ‘‘Tendencies of knowledge and social development in the 21st century’’.
 - 2022: **My master field was not in line with reality: Insights from Customer Support Employees about Graduate Employability**. Presented at the Mobilities in Higher Education SRHE International Conference 2022 5th – 9th December
 - 2022: **Working from Home in Romania: A critical realism lens**. Presented at the International Conference ‘‘Towards the social construction

- of new labour markets: Interdisciplinary Reflections on the Changing World of Work” Bergamo (Italy) | 24-26 November 2022
- 2022: **Working from Home During the COVID-19 Pandemic in Romania: A Critical Realist Analysis.** Presented at the Social Work International Conference (SWIC) 2022. 6th Edition Riding the Shock Wave: Social Work challenges during and after COVID-19 November 3rd – 4th, 2022
 - 2022: **Underemployment among social workers: A critical realism analysis.** Presented at the People's Global Summit. Co-building a New Eco-Social World: Leaving No One Behind! 29 June to 2 July 2022 organized by IFSW International Federation of Social Workers.
 - 2021: **A Sociological Analysis of Underemployed Social Worker Graduates in Romania.** Presented at the 1st International Conference “Social work, through the eyes of young researchers” Romania.
 - 2021: **They would not make it: Career of overeducated customer support workers in Romania.** Presented at the Connectedness, activism and dignity at work in a precarious era organized by British Sociological Association Work, Employment and Society Conference Virtual Conference, 25 - 27 August 2021.
 - 2019: **Underemployment of Graduates from Romanian Higher Education Institutions: A Conceptual Understanding.** Presented in „Tendințe ale cunoașterii și dezvoltării sociale în secolul 21” : ediția a 6-a, 25-26 octombrie 2019, Alba Iulia.
 - 2018: **Underemployment for the Young People: Future and Realities with Artificial Intelligence and Automation.** Presented at the International Conference on Rethinking the Future of Work: Competing Perspective and Methodological Challenges organized by The Research Institute of the University of Bucharest/ICUB April 27-28, 2018.
 - 2017: **Gambling among young people in Cluj-Napoca: A critical sociological analysis.** Presented in the 9th Edition of the International Conference on “Alcoholism and Other Addictions; Psychosocial, Historical and Therapeutical Issues” Alba Iulia, Romania. December 2017
 - 2017: **Analysing students’perceptions of leadership in social services through gender lenses.** Presented in the 11th International Spring School of Social Work in the Czech Republic. April 2017

PERSONAL SKILLS

Language	Understanding	Speaking	Writing	Reading
English	Good (C2)	Good (C1)	Excellent (C1)	Good (C1)
French	Excellent (C1)	Good (B2)	Excellent (C1)	Good (C1)
Swahili	Excellent (C2)	Excellent (C2)	Excellent (C2)	Excellent (C2)
Kinyarwanda	Excellent (C2)	Excellent (C2)	Excellent (C2)	Excellent (C2)
Romanian	Excellent (C1)	Excellent (C1)	Good (B2)	Excellent (C1)

LICENSES AND CERTIFICATIONS

- IN2PREV Facilitating Refugees and Asylum Seekers’ Integration through Mentoring by IPS Innovative Prison Systems and the BSAFE Lab - Law Enforcement, Justice and Public, october 2024

- Safety Research and Technology Transfer Laboratory of the University of Beira Interior
- Understanding Organizations and the Role of HR certificate issued by LinkedIn Learning on Aug 2021
- Life Mastery: Achieving Happiness and Success certificate issued by Project Management Institute on Jul 2021
- Taking Charge of Your Career certificate issued by Project Management Institute on Apr 2021
- Planning Your Career and Your Life certificate issued by LinkedIn Learning in Nov 2021
- Communicating with Emotional Intelligence certificate issued by LinkedIn Learning in May 2021
- Developing a Learning Mindset certificate issued by the National Association of State Boards of Accountancy (NASBA) in Aug 2021
- Talent Management certificate issued by Project Management Institute in Aug 2021

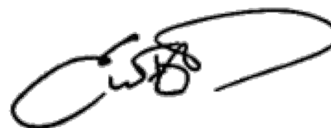
ICT-certificate(s)

- **Microsoft Office**
- **Data analysis tools:** Statistical Package of Social Sciences (SPSS), STRATA, EPI Info 3.5.4, and Nvivo.
- **Design tools:** Adobe Photoshop

Other skills Career Coach professional, Football and basketball player, conflict and management skills, community mobilization, Focus Group Discussion moderator, Strong work values and Teamwork and Learning skills, Leadership/management skills and Personal management skills, creative problem-solving skills, translator skills

ADDITIONAL INFORMATION

- References**
- 1. Maria-Carmen Pantea, Ph.D.**
Professor at “Babeş-Bolyai” University from Cluj-Napoca, Romania
E-mail: pantea@policy.hu ; maria.pantea@ubbcluj.ro
 - 2. Charles Wratto, Ph.D**
Director of Center for Peace and Violence Prevention (CPVP)
Email: charleswratto@gmail.com ; charles.wratto@ubbcluj.ro
 - 2. Nicoleta Neamtu, Ph.D.**
Associate professor at “Babeş-Bolyai” University from Cluj-Napoca, Romania
E-mail: noneta01@yahoo.com ; nicoleta.neamtu@ubbcluj.ro



20.11.2024

ISIRABAHENDA Gonzague