

Ngongo Ngbwa

PROFESSIONAL SUMMARY

Organized and service-oriented professional with a diverse background in direct support services, legal administration, front desk operations, client communication, and community care. Former lawyer with experience interpreting laws, preparing legal documents, supporting clients, and maintaining confidential records. Skilled in assisting individuals with developmental disabilities, managing office communications, documenting client information, and supporting daily operations with professionalism and empathy. Multilingual professional with strong problem-solving, cultural competence, confidentiality, and administrative support skills.

PROFESSIONAL EXPERIENCE

Identity Youth, Gaithersburg, MD

Nov 2025 – Feb 2026

Program Assistant - Immigration Department

- Supported clients with resource navigation by helping connect individuals and families to appropriate community services, program information, and internal support resources.
- Assisted with organizing meetings, preparing materials, coordinating schedules, and supporting communication between staff, clients, and program participants.
- Helped plan and coordinate program events by supporting logistics, setup, participant communication, and day-of event operations.
- Participated in program-related training and coursework to strengthen knowledge of client support, immigration services, and community resource coordination.

Jubilee Association of Maryland, Kensington, MD

Oct 2022 – Oct 2025

Direct Support Professional

- Assist individuals with developmental disabilities, including support with bathing, dressing, personal hygiene, meals, shopping, errands, and medical appointments.
- Administer medication as directed, monitor client needs, and report physical or behavioral changes to supervisors.
- Teach academic, socialization, leisure, and community living skills through structured activities and positive reinforcement.
- Support behavior management, crisis de-escalation, impulse control, self-expression, and interpersonal communication goals.
- Collaborate with families, waiver providers, and multidisciplinary professionals to support home and community living.

CSS, Comprint Court, MD

Dec 2013 – Jan 2015

Community Support Associate

- Operated a multi-line telephone system, answering and directing a high volume of calls professionally.
- Provided administrative support to office staff, including reports, client documentation, and general office tasks.
- Routed incoming mail, packages, messages, and communications accurately to support timely delivery and office efficiency.
- Assisted with client-facing support while maintaining professionalism, organization, and confidentiality.

Public Defender Office / Silver Spring Circuit Court, Silver Spring, MD

Oct 2012 – Dec 2012

Front Desk Volunteer

- Greeted clients and visitors, answered inquiries, and directed individuals to the appropriate office or staff member.
- Managed incoming calls, routed messages, and supported front desk communication.
- Collected, sorted, and distributed mail, legal documents, and office correspondence.
- Supported daily administrative operations in a legal office environment requiring discretion and attention to detail.

CSAAC, Montgomery Village, MD

Apr 2012 – Sep 2012

Office Volunteer

- Provided clerical support including copying, faxing, filing, and organizing office documents.
- Prepared mail and packages for shipment, pickup, and courier services.
- Updated client records and maintained information in computer databases.
- Assisted with reception duties and responded to general inquiries from callers and visitors.

Self-Employed Services, Germantown, MD

Aug 2010 – Dec 2011

Private Duty Caretaker

- Provided companionship, daily living support, and personal care assistance for elderly clients.
- Assisted with meals, laundry, housekeeping, hygiene routines, errands, and appointment follow-up.
- Observed client health status and reported changes or concerns to appropriate medical personnel.
- Supported community involvement, recreational activities, and client well-being.

Asbury Methodist Village, Gaithersburg, MD

Aug 2009 – Jul 2010

Elderly Care Volunteer

- Assisted elderly residents with light housekeeping, meal preparation, laundry, bathing support, and companionship.
- Supported physical exercise routines to help maintain strength, balance, and mobility.
- Assisted with special events, programs, and community activities.
- Maintained clean, safe, and organized living environments for residents.

Bar of Matete Kinshasa, Kinshasa, Congo

Apr 2004 – Jun 2008

Lawyer

- Interpreted laws, rulings, and regulations for individuals and businesses.
- Prepared and reviewed contracts, legal documents, and case materials in compliance with applicable regulations.
- Represented clients in legal matters and analyzed case outcomes using legal precedents.
- Advised clients on legal issues including corporate governance, labor law, taxation, intellectual property, and criminal matters.

Private Bank of Congo, Goma, Congo

Jun 2006 – Jun 2008

Counsel Attorney

- Provided legal guidance related to banking operations, contracts, and business transactions.
- Represented the bank during meetings and supported legal decision-making.
- Reviewed legal documents and advised on compliance with applicable laws and regulations.
- Negotiated settlements and supported dispute resolution processes.

Belo Law Firm, Kinshasa, Congo

Jun 2006 – Jun 2008

Mining and Corporate Law Assistant

- Assisted attorneys with legal research, case organization, and administrative documentation.
- Drafted and reviewed legal documents, contracts, and case materials.
- Supported research related to mining concessions, corporate matters, and client records.
- Updated databases and maintained organized legal and financial documentation.

EDUCATION

Protestant University of Congo, Kinshasa, Congo

Spring 2000

- Major: Bachelor of Law, Public Law

Montgomery College, Rockville, MD

Spring 2014

- ESOL: English

CERTIFICATIONS & SKILLS

Certifications: Behavioral Principles and Strategies • Basic Life Support • CPR and First Aid • Communication: Visual Support and Strategies • Community Integration and Inclusion • Fundamental Rights • CMT

Technical: Office Administration • Scheduling Support • Telephone Systems • Client Documentation • Recordkeeping • Mail & Package Routing • Database Updates • Legal Document Preparation

Professional: Customer Service • Reception Support • Confidentiality • Cultural Competence • Behavioral Support • Patient Care • Community Integration • Legal Research • Problem Solving • Attention to Detail • Organization • Communication • Team Collaboration

Fluency: French – Native/Bilingual • Lingala – Native/Bilingual • Ngbandi – Native/Bilingual • English – Working Proficiency