Andrea **tamanabae**

Email: **acelestte21@gmail.com**

Contact Number: **760 805 21 / 784 293 64**

Location: **Port Moresby**

Tuesday 18th March, 2021

Human Resource Department

PNG Power Ltd

Port Moresby

PNG

Dear Sir/Madam,

**RE: Vacancy: Service Call Officer**

The above vacancy which was advertised on Facebook sparked my interest and I would like to apply. I was recently employed at Ashton Brunswick Ltd. as a Helpdesk Officer/operation assistant, I’ve enclosed my CV for your perusal.

Ashton Brunswick is a property management company based in Port Moresby, my role as an operation assistant was to manage customer queries, work with building managers to ensure properties are suitable for a working environment and identify faults to be rectified, raise purchase orders and award jobs accordingly.

Prior to this I worked at Lightspeed Ltd which is a telecommunications company, I was given the responsibility of a billing officer, support coordinator before being reassigned as product executive; overseeing Lightspeed customer service, developing sales and marketing strategies for Lightspeed.

I am keen as this role is very appealing to me and I believe my experience will make me a highly competitive candidate

Thank you for your time and consideration.

Please feel free to email me or call me on my phone 760 805 21 / 784 293 64

Yours sincerely

Andrea Celeste Tamanabae

**work experience**

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| **9th March 2020 – 10th August 2020****Helpdesk officer/Operations assistant, ASHTON BRUNSWICK LIMITED**My role as an helpdesk officer/operation assistant includes performing administrative and operational duties such as ;* Scheduling meetings for building managers/facility coordinators
* Customer service duties
* managing client queries
* raising purchase orders and coordinating jobs accordingly

**5th november 2016 – 15th February 2020****product executive, LIGHTSPEED LIMITED**My role as product executive included the following; * Support to Lightspeed customer service team – being contact person after hours to both corporate & residential clients
* Maintaining Lightspeed customer agreements & service orders
* Managing bill of materials & customer quotes
* coordinating Lightspeed sales
* developing Lightspeed marketing strategies
* generating Lightspeed end of month operation and sales reports

**july 2016 – november 2016****front desk officer then hr officer,** gateway hotel & apartments**My role as a front desk officer then transferred to Human Resources department as training assistant included the following duties;*** **customer service duties**
* **answering phone calls and taking messages**
* **assisting Human Resource Manager conduct weekly training to staff**
* **scheduling training programs**
* **coordinating orientations**
* **assisting with employee queries**
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**Education**

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| **January – july 2015** **certificate 4 in business administration,** iea tafe (ela Beach campus)july – december 2014**certificate 3 in business administration,** iea tafe (ela Beach Campus) **january – june 2014****certificate 2 in business administration,** iea tafe (ela beach campus)**july – december 2013** **certificate 1 in business administration,** iea tafe (ela beach campus)**december 2012****grade 12 high school certificate,** Port Moresby international high school |

**skills**

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| --- | --- | --- |
| Proficient in Microsoft office Proficient written and oral communication Driving (driver’s license: classes 1 and 3)  |  |  |

**references** (upon request)

**Mr Donald Sapias**

**Senior Facilities & Operations Manager**

**Ashton Brunswick Ltd**

**Port Moresby**

**E: ds@ashtonbrunswick.com**

**T: +675 7598 1847**

**Ms. Barbara Agelavu**

**Secretary**

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