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**

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**T: +675 7598 1847**

**Ms. Barbara Agelavu**

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