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**PAIAS DENBONG**

**CURRICULUM VITAE**

**Mobile: 72345350**

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Objective

Maintaining a loyal customer is far beyond my expectations by fully utilising of my knowledge and experiences to drive efficiencies in achieving the set results with quality customer care service embedded also and in doing so would potentially create avenue for my career success.

Education

**International Training Institute (ITI**), Lae Morobe Province **2010-2012**

**Diploma in Business Majoring Accounting**

GPA-3.00/4.00

***Programs Studied***

* Business Maths,
* Business Communication,
* Microsoft Office Training,
* Business Administration,
* Accounting I,
* Accounting II
* Cost And Budgeting,
* Auditing,
* Taxation,
* Introduction to Business Law

**Lae Community College** **2008-2009**

Grade-Ten Certificate

Graduated in the Top 10% of the Classes in: Maths, Science, Social Science, Commerce and English

Work Experiences

**Digicel PNG Limited July 2013 – 2017 (Present)**

Customer Care Executive

With extensive experiences in Outbound Telesales then moved to Outsourcing Milne Bay Emergency Call Centre mainly responding to potential distress callers by escalating this to PNG National Maritime Authority Reps for rescue ground opts and then was moved to World Food Programme (WFP) tasked by calling regionally affected communities to gather data for initiated project from WFP to ensure affected communities are relieved with disaster food aids , which was successfully completed last month January 2017.

***Key responsibilities***

* Digicel Contact 24 Outsource Agent with Milne Bay Maritime Emergency Lines
* Provide 24/7 surveillance on Milne Bay Maritime Emergency
* Responsible to get data for possible mishap
* Provide assistance to Provincial Disaster office using GPS coordination for Search and Rescue.
* Relay weather updates from National Weather Service to Milne Bay Provincial Disaster and Emergency Coordinator.
* Liaise with Milne Bay Provincial Transport Authority/provide surveillance to maritime communities and transport activities.

Others Courses:

**Santa Clara University** (**Online Studies)**

My Own Business Institute via myownbusiness.org

***Awarded:***

* **Certificate In Starting a Business**
* **Certificate In Building a Business**

Computer Skills:

Proficient computer skills can easily adapt to new applications.

* MS Office 2007,
* MS Office 2010, Excel, PowerPoint, Publisher, Photoshop,
* MYOB, CRM and DCRM, REDNEE
* Fruity Loop Studios 8 and 9.

Referees:

The following persons permission have been sought to provide you with further information.

1. **Mr Ricky UME**

Customer Care Team Leader

Digicel Customer Care

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1. **Mr N Gajenthearathan**

**International Training Institute**

Director of Studies

Marketing & Distance Education.

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