**Curriculum Vitae**

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| Contact Details |

**First Name |**Clive **Surname |**Lolowa

**Date of Birth |**27th / 01 / 1986 **Marital Status |**Married

**Home Province |**Autonomous Region of Bougainville **Religion |**Catholic

**Address |**P.O. Box 1618, NCD, Gordons, Pom

**Mobile|** +67572224937

**Email |**Clive.Lolowa@digicelgroup.com **Residential Address|** Angau Dr. Boroko

**Educational Back-Group**

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| Year Institute Achieved  |

Year2002-2003 Dela Salle High School School Certificate (Grade 10)

 Bomana

 Phone: 3281095/ 3281107

Year 2004-2045 Sogeri National High Higher School Certificate

 P.O Box 7581

 Papua New Guinea

 Phone: (675) 3251536

Year 2006-2007 Port Moresby Technical College Electrical Trade Certificate (2 Years)

 P.O Box 1969

 Port Moresby

 Papua New Guinea

 Phone: (675) 3214311

Year 2008-2009 Institute Of Business Studies (IBS) Diploma in Information Technology

 P.O.BOX 2826, Boroko, NCD

 Phone: (675) 3254053

 Fax: (675) 3258006

 E-mail: enquiry@ibs.ac.pg

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| Work Experience |

Year 2005-2006 December 19th 2005 - January 14th 2006)

 Photo Express Section

 CHM Tabari

 P.O .Box 1106 Boroko NCD

 Port Moresby

 Papua New Guinea

 Tel: (675) 3256644

Year 2007 Technician Assistant June 04.2007-August 13th 2007

 Security Systems POM

 PO BOX 648

 Steamships Hardware complex

 Telephone: 3230227

Year 2010 still current Digicel PNG LTD

 Outsource Customer Care Operations Manager

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| Achievements in Career with Digicel  |

Year 2010 (August 16th Successor to TL)

Year 2011 (February 14th Appointed Care take as TL)

Year 2011 (March 17th Appointed Team Lead as Customer Care Handsets team)

Year 2011 July 28th confirmed TL for MB SMK Outsource team leader

Year 2013 January 19th covering Outsource Call Centre as Manager till September 2013

Year 2013 September 28th given created role as Customer Care Data Analyst

Year 2015 April 3rd acting as OCC Operations Manager

Year 2015 August 8th Confirmed OCC Operations Manager to current date.

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| Skills  |

**Electrical Trade:**

Certified electrical trade. Basic house wiring, cable terminations. Basic familiarity to power line functions. Basic electronics and refrigeration mech.

**Information Technology: (IT)**

My skills include the basic trouble shooting techniques to cater software and hard ware problems, programming (Java) Database management (SQL), networking and more familiar with Windows Operating systems.

**Call Centre Management: Team Leader Level/ Operations Manager Level:**

Managing agents in team inclusive of supervisors, basic admin and HR skills, analyze of call volumes for Customer Care Channels.

Team Leader skills and people management.

**Customer Care Manager Skills**

Call center set up skills

Call volumes reporting skills

Call center outbound campaign deliveries.

Work experience with clients such as ANZ, PNG Air, Cellmoni, Namatanai/ Milne Bay Emergency Call Centre and other external Clients with campaigns such as Credit Corp, United Nations.

**Recruitment Skills**

Recruitment skills for interviewing Customer Care Executive agents entering Digicel customer care role for either inbound calls or outbound campaigns running surveys for external clients.

Termination of employees not adhering to company policy breeching code of conduct.

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| Hobbies  |

Checking latest in advanced technology

Listening to music.

Business planning and development strategy

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| Referees  |

**Joseph Wanogilly**

Head of Customer Experience and Inbound Call Centre

Digicel PNG LTD

P.O.BOX 1618, Gordons Kenedy Road

Phone: (675) 72225537

E-mail: Joseph.Wanogilly@digicelgroup.com

**Helen Gegeyo**

Head of Human Resource

Digicel PNG LTD

P.O.BOX 1618, Gordons Kenedy Road

Phone: (675) 72225250

E-mail: Helen.Gegeyo@digicelgroup.com

**Lassie Mirou**

Call Centre Manager

ANZ Harbor City

Ground Floor Pacific Place

Phone: (675) 70318996

Phone: (675) 3223590

Fax: 3217024

Email: lassie.mirou@anz.com

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| Notice of Declaration  |

I hereby confirm that all the information given in this CV is correct under any circumstances. For further information please refer to the referees above

Date: 29th/\_01\_/2019

Signature: \_Clive Lolowa

Applicant: Clive Lolowa