

# CURRICULUM VITAE

**Mamatha Iavia**

**Mobile: +675 70942642**

**Email: mamathaiavia83@gmail.com**



## **PROFILE:**

**Name:** Mamatha

**Surname:** Iavia

**D.O.B:** 18th December 1990

**Age:** 26 years old

**Marital status:** Single

**Denomination:** United Church

Village: Kwalimurubu

District: Rigo

Province: Central

Contact Details: Mobile 709426/ email  
mamathaiavia83@gmail.com

## **SKILLS**

- MS word document, MS excel and MS Power point
- Knowledge of customer service
- Collecting of data information

## **WORK HISTORY & EXPERIENCE**

**Customer Care Agent**

**Digicel PNG Limited**

**19th March 2012- 10th July 2013**

- handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.
- Responsible for compiling and generating reports as they relate to customer service surveys.
- Maintain a balance between company policy and customer benefit in decision making. Handle issues in

the best interest of both customers n company.

- Provide quality service and support in a variety of areas including system troubleshooting.

## **Telesales Agent**

### **Digicel PNG Limited**

**10th July 2013- 5th January 2016**

- Generating and qualifying leads through cold calling
- Managing leads by tracking and following up on them
- Conducting sales presentation and product demo via the phone
- Producing activity reports
- Closiing sales and meeting monthly sales goal in accordance with development plan.

## **QUALIFICATIONS**

**Elementary Prep- Grade Eight**

**Taurama Barracks Primary school**

**1997- 2005**

**Grade Nine- Twelve**

**Kila Kila Secondary school**

**2006- 2009**

### **HOBBIES & INTERESTS**

- Hanging out with family and friends
- Playing sports like volleyball
- Listening to music
- Reading fiction and non fiction stories
- Watching

### **REFEREES:**

Howard Hombi

Team Leader- Outbound Telesales and Surveys

Digicel PNG Limited

P. O Box 1618

Port Moresby

Papua New Guinea

Phone: 72223177

James Tom Iavia

Father

C/- Kungus Limited

P. O Box 5172

Boroko

NCD

Phone: 71158244