**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

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