**Resume**

**personal information**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Name** | **Henry Bilaga** | | **Gender** | Male | | **Date of birth** | 03rd of November 1987 | | **Telephone** | **71274678** *or* **72221395** | | **Postal address** | Henry Bilaga C/-Bernard BilagaMeddent LtdP.O. Box 1999 Port Moresby, NCD | |

**Professional Summary**

Processes. Understanding Customer care Executive with over 5 years of experience in customer care arena Excellent time management and organizational skills with ability to adapt to new process.

**Skills**

Customer Complaint Resolution

**Academic background**

|  |  |  |
| --- | --- | --- |
| **institution** | **Certificate tittle** | **year** |
| International Training Institute | Diploma in Human Recourse Management  **Units**   * Human resource law in PNG & International HR Management * Strategic HR management & HR Development * Leading and developing people & Psychology * Accounting 1 ,office Application & business writing | 2012-2013 |
| University Of PNG | **Units**   * Principal of human resource & introduction to law * Political theory, elements of public administration * Government and management etc... | 2009-2011 |
| Malabunga Secondary | Grade 12 | 2007-2008 |
| Malabunga Secondary | Grade 10 | 2005-2006 |

**Other Archivement**

|  |  |  |
| --- | --- | --- |
| **Member of** the **Papua New guinea**  **Human Resource Institute (PNGHRI)** | Certificate | 2013 |

**Work Experience**

|  |  |
| --- | --- |
| 01/10/2015 – 10/08/2021 | **Customer Care Agent (DMV)**  Digicel PNG |

**Referees**

Name (Title): Mr. Sivanathan. Sivaruban

Name of organization: International Training Institute

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**Lilly Gima**

DMV Customer Care \_ Team Leader

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**Simm-Badd Bieb**

Customer Care Operations Manager

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