**Resume**

**personal information**

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|  |  |
| --- | --- |
| **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 1999Port 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**

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