**AMOS AMONA VELE**

Section 436 Lot 16 Ensisi Valley National Capital District POM

Contact: 79934450 / 75587640 (Mobile)

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**PROFESSIONAL PROFILE**

Excellent time-management skills; clearly priorities and multi-tasks

Leads by example; motivates and encourages others to achieve success

Consistently strives for quality; reliable and dependable

**SKILLS AND EXPERIENCE**

**Training and Development**

* Designed and delivered Induction programmes for new employees
* Conducted internal training for new customer care agents
* Tailored training documents according to specific needs of each section
* Implemented company-wide training needs analysis and advised on most productive learning methods

**Recruitment & Selection**

* Conducted competency-based interviews for candidates for customer care position
* Supervised HR Assistant in co-ordinating job interviews and conducting pre-employment checks
* Made recommendations to hiring managers regarding candidate selection

**Customer Service**

* Assisted customers at the call centre via telephone
* Resolved customer’s queries and complaints at the first point of contact using systems applications
* Processed customer’s withdrawals and deposits over the counter using systems applications
* Accepted cargo over the counter using consignment notes and airway bills to despatch

**Communication Skills**

* A very good listener and listens actively
* Pay attention to other people's nonverbal signals while I am talking.
* Shows empathy and uses soft skills to show the person I understand and respect their views
* Very confident in all of my interactions with others
* Attention to details

**Problem-solving skills**

* Identified the issues and evaluated the options
* Analysed situations that occurred in the job and worked out ways to start solving the problem
* Took the initiative to call the team together to work out how to complete the task
* Understand everyone’s interest

**Test Analysis**

* Wrote test scripts and expected results
* Executed tests on test environment systems according to a change request (CR)
* Did system software testing and application testing
* Implemented onto Production after test was completed successfully

**CAREER HISTORY**

2012 - Present Digicel PNG LTD, POM, *Customer Care Agent/Trainer/Content Executive*

2011 - 2012 JAH Limited, Lae, *Administrator*

2007 - 2009 HI-Lift Company, POM, *Cargo Officer*

1998 - 2007 Bank South Pacific LTD, POM, *Teller/Chief Cashier/IBD Clerk/Test Analyst*

1992 - 1998 Air Niugini PTY LTD, POM, *Cargo Officer*

**ACHIEVEMENTS**

2017 Digicel Headstart Program – ABC’s of Telecommunications II Certificate

 Digicel Headstart Program – Digicel Relations Certificate

 Digicel Headstart Program – Digicel Fundamentals Certificate

2016 Digicel Leadership Program Engage Training Certificate – Digicel PNG Ltd

Money Minded Program in Financial Literacy Training Certificate – Digicel PNG Ltd

Emergency First Aid Certificate - Digicel PNG Ltd

Certificate of Achievement – Top Quality Assurance and Training Executive - Digicel PNG Ltd

2011 Certificate of Achievement - Dux of the Course – Certificate in Business - ITI

2006 Certificate of Achievement – Managing change course - BSP

Certificate of Achievement – Personal Effective Course - BSP

2004 High Achiever award in Fraud Detection - BSP

**EDUCATION AND TRAINING**

2011 **Certificate in Business (CIB)**, International Training Institute (ITI),

1991 **Certificate in Pre-employment Technical Training (PETT)**, Lae Technical College,

1990 **Grade 10 Certificate**, Badihagwa High School,

1986 **Grade 6 Certificate,** Hood Lagoon Community School,

**ADDITIONAL INFORMATION**

Computing skills: MSO Word, Excel and Powerpoint

Languages: English, Pidgin, Motu

First Aider Responder

PNG Class 6 Driving licence # 1300190 – expiry date: 19/03/2021 Clean record

**INTERESTS**

Discussing and learning new ideas and things. Reading and watching a lot of documentaries and real time news, playing sports and meeting new friends and travelling. Involves in a lot of religious activities.

**REFEREE**

1. Ms Leonie Aisi, Customer Care Team Leader, Digicel PNG,

Mobile: 72229090, Email: Leonie.Aisi@digicelgroup.com

1. Ms Lucina Tadabe, People & Organisational Development Manager, SP Brewery Limited

 Mobile: 71722112, Email: ltadabe777@gmail.com

1. Ms Susanne Memafu-Pala, Learning & Development Manager, Digicel PNG Ltd

 Mobile: 72221814, Email: Susanne.Memafu-Pala@digicelgroup.com