**CURRICULUM VITAE**

**Personal Details**

Given Name: Leonie

Surname: Aisi Sevese

Date of Birth: July 9th, 1985

Age: 31

Marital Status: Married

Children: 4

Religion: Roman Catholic

Place of Origin: Central

District: Bereina

Village Name: Biotou

Term Address: C/-Sharon Aisi, PO Box 4045, Boroko, NCD.

Phone Number: 7222 9090/7296 3560/7197 1524

Email Address: leonie.aisi@digicelgroup.com

**Educational Details**

**2002-2003**

Grade 12 Certificate at Port Moresby National High School

**2000-2001**

Grade 10 Certificate at Marianville Secondary School.

**1992-1999**

Grade 8 Certificate at Bavaroko Primary School

**Certificates Attained**

**2017 – Digicel Engage Certificate –** How to be a better and effective leader in any organization

**2017 – 5 Years Long Service Award –** Certificate of appreciation for reaching 5 years with the

Organization.

**2016 – Digicel’s Performance Review (DPR) Certificate -** How well you understand how Digicel

rates it’s employees in terms of

performance and how well you

understand and rate your sub-ordinates

as per Digicel’s standards.

**2016 – MoneyMinded Certificate –** Have a better understanding and an overview of how we can

save and spend money when money is received and also help

others as well.

**Work Experience**

**2016 – Current – Digicel PNG Limited - Customer Care Senior Quality Assurance Trainer**

**Customer Care (QAT – Customer Care Senior Quality Assurance Trainer\_June 1st 2015 to current date\_2016)**

Duties include for 4 Call Centers; CSS (Customer Services & Sales), OSS (Outbound Services & Sales), OCC (Outsource Call Centre) and DigiPlay Call Centre):

* Lead and manage a Training team to ensure that All customer care staff are trained to function effectively in their roles
* Manage the day to day activities of a customer care training team.
* Assess training needs for Call Centre Staff; ensure that all customer care agents are trained to a high level so that they are able to answer customer issues
* Develop training programs based on identified training needs for the Call Centre.
* prepare and review training manuals
* Ensure Call Centre Staff are trained and evaluate its effectiveness
* Ensure that all Call Centre Agents, Team Leaders and other Call Centre incumbents are fully equipped for their position (with regards to job knowledge) to perform effectively in their role
* conduct random monitoring of agents (including call observation)
* evaluate escalation procedures within the Call Centre to ensure customers are dealt with using “World Class Customer Service”
* monitor and evaluate the effectiveness of Call Centre processes used to resolve customer issues
* Produce reports on training planned and conducted in order to meet our KPI’s.
* Conduct interviews for Customer Care Applicants.

* Create quizzes online for the Call Centers using Survey Monkey.
* Fill out ATRs (Authority To Recruit) for members of my team, backfills.
* Liaise closely with the HOD for refreshers (training) needed for the main call Centre staff, how many participants’, topics (products & services + latest promotions) duration and venue.
* Fill in Employee Leaver Checklist forms\_only when employees reporting to me have been terminated or have resigned.
* Provide support and organize trainers for travel to other regions to conduct training for Retail staff.
* Recruit employees for CC Department\_Customer Care Executives
* Attend to Customer complaints via the CC PNG mailbox, make sure all queries are attended to and resolved within the given time, if not, escalate to the relevant team.

**Customer Care (QAT – Acting Customer Care Senior Quality Assurance Trainer\_June 24th 2014 to June 1st\_2015)**

Duties include for 4 Call Centers; CSS (Customer Services & Sales), OSS (Outbound Services & Sales), OCC (Outsource Call Centre) and DigiPlay Call Centre):

* Lead and manage a Training team to ensure that All customer care staff are trained to function effectively in their role
* Manage the day to day activities of a customer care training team.
* Assess training needs for Call Centre Staff; ensure that all customer care agents are trained to a high level so that they are able to answer customer issues
* Develop training programs based on identified training needs for the Call Centre.
* prepare and review training manuals
* Ensure Call Centre Staff are trained and evaluate its effectiveness
* Ensure that all Call Centre Agents, Team Leaders and other Call Centre incumbents are fully equipped for their position (with regards to job knowledge) to perform effectively in their role
* conduct random monitoring of agents (including call observation)
* evaluate escalation procedures within the Call Centre to ensure customers are dealt with using “World Class Customer Service”
* monitor and evaluate the effectiveness of Call Centre processes used to resolve customer issues
* Produce reports on training planned and conducted in order to meet our KPI’s.
* Conduct interviews for Customer Care Applicants.
* Create quizzes online for the Call Centers using Survey Monkey.
* Fill out ATRs (Authority to Recruit) for members of my team, backfills.
* Liaise closely with the HOD for refreshers (training) needed for the main call Centre staff, how many participants’, topics (products & services + latest promotions) duration and venue.
* Fill in Employee Leaver Checklist forms\_only when employees reporting to me have been terminated or have resigned.
* Assist with recruitment for CC Department\_Customer Care Executives

**Customer Care (QAT – Customer Care Trainer\_18th September 2012\_to 24th June 2014)**

Duties include:

* + - Assess training needs for Call Centre Staff
  + Prepare and review training manuals
  + Train Call Centre Staff and evaluate its effectiveness
  + Ensure that all Call Centre Agents, Team Leaders and other Call Centre incumbents are fully equipped for their position (with regards to job knowledge) to perform effectively in their role
  + Conduct random monitoring of agents (including call observation)
  + Evaluate escalation procedures within the Call Centre to ensure customers are dealt with using “World Class Customer Service”
  + Monitor and evaluate the effectiveness of Call Centre processes used to resolve customer issues
  + Assist conduct interviews for Customer Care Applicants.
  + Care take the Customer Care Training Team (24th June 2014)

**Customer Care\_Voucher Support\_20th March to 18th September 2012**

Duties include:

* Answering calls regarding flex card issues.
* Generating tickets for flex cards that need to be topped up.
* Generate reports on daily basis on flex cards statuses (topped up via the system).

**Customer Care Agent\_18th April 2011 to 20th March 2012**

Duties include:

* Answer and resolve customer’s queries at first point of contact **or** escalate to relevant support areas.

**2006 - Oxford First Aid Supply - Sales Representative**

May - September

Duties include:

* Daily reports on sales and reaching targets within given amount of time.

**2004 - 2006 – Hari PNG Limited - Junior Costing Clerk**

Duties include:

* Calculating workers timesheets.

**Referees:**

**Lucina Tadabe (**Quality & Training Manager)

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