**Curriculum Vitae**

**PERSONAL DETAILS**

Full Name: David Mera

Date of Birth: JULY 23RD 1991

Age: 23

**Contact Details**

Address: SECTION 318, LOT 21 GOGOSI STREET

Phone: +67571006501

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**EDUCATIONAL QUALIFICATIONS:**

2005: Grade Eight (8) School Certificate

St Paul Primary School, Gerehu, NCD

2007: Grade Ten (10) High School Certificate

Grace Memorial Secondary School, Wau, Morobe Province

2010: PC Support with A+

Institute of Business Studies, Port Moresby

2011: Certificate in Computing

Institute of Business Studies, Port Moresby

2013: Diploma in Information Technology

Institute of Business Studies, Port Moresby

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**WORK EXPERIENCE**

ERICSSON AB BRANCH

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2013: Warehouse Administrator

Duties/responsibilities

* Ensure that the order taking process via Return Material Authorization (RMA) operates smoothly
* Secure efficient order handling
* Monitor/ track and document all orders/activates
* Keep close contact with the customer, inform about status and updates at all time
* Efficiently fulfill deliveries of the customer service requests
* Stand by as and when required for 24/7 support according to set schedule
* Responsible for updating and maintaining data in HWSD IS tools (M4)
* Keep close contact with HWS Administrator for RMA handling Assist SPMS Planner in document handling, IS/IT support
* Assist HWS Manager in identifying, coordinating and organizing process improvements, and initiate actions to correct and/or prevent nonconformities in processes, in order to achieve operational excellence
* Maintain good working relations with concerned authorities
* Responsible for providing monthly reports and measurement of Key Performance Indicators (KPIs) as agreed.
* Meet the competence plan as agreed in the IPM discussion to support another team member when necessary
* \* Perform Logistics in ordering shipment release via web ship and check Invoices

2014 – 2017: Hardware Services Administrator

Duties/responsibilities

* Responsible for efficient RMA (Return Material Authorization) handling through day to day follow-up with SCOC APAC and customer.
* Effectively organize and control IS/IT system according to the defined process.
* Proactively identify, co-ordinate and organize process improvements, and initiate actions to correct and/or prevent nonconformities in processes, in order to achieve operational excellence.
* Keep close contact with customer and HWS APAC for HW Services and spare parts management to ensure smooth handling and availability of spares to meet customer needs
* Ensure that Ericsson Warranty guidelines are followed
* Ensure EBL CSUL is up-to –date including new deliveries. Provide input to Planner with regards to demand.
* Coordinate with the Service Providers on all logistics transactions
* Responsible for creation of Purchase Request, to cover import/ export costs, in favor of DSP for the services taken from them to meet the project and customer needs
* Maintain good working relations with concerned authorities
* Responsible for providing monthly reports and measurement of Key Performance Indicators (KPIs) as agreed
* Meet the competence plan as agreed in the IPM discussion

**SKILLS SUMMARY**

* Very good Interpersonal, oral and written Communication Skills
* Computer literate (MS Office Applications)
* PC repair support hardware and software
* Internal and external logistical coordination
* Reporting month ending on shipment and procurement
* Sound understanding of Customer Relations
* Ability to foster stakeholder business networking
* Quality control knowledge of product and service delivery
* Experience in the country’s challenges and nature of logistical management
* Technical organizational skills in warehouse management
* Familiarity in industrial and work safety regulations and practices

**REFEREES**

**Emmanuel Argamosa**

Ericsson Hardware Services Delivery Manager

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**Ike Madanguit**

Ericsson Technical Service Delivery Manager

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**Suresh Palarimath**

Head- School of Computing

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