# RESUME

**Charlyne JANUARIAS P O Box 8717**

**Boroko, NCD**

**Mobile: (675) 73872313/72583569**

**Email;** **cjanuarias@gmail.com**

**PERSONAL DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| Surname: | **Januarias** | District: | **Samarai** |
| Given name(s): | **Charlyne** | Home towns: | **Alotau** |
| Sex: | **Female** | Current city: | **Port Moresby** |
| Date of Birth: | **28.09.1991** | Citizenship: | **Papua New Guinean** |
| Home Provinces: | **Milne Bay** | Height/ Weight: | **165cm\_80Kg** |
| Status: | **Single** | Religion: | **Christian** (TTWC) |

**EDUCATION**

|  |  |  |
| --- | --- | --- |
| INSTITUTE | YEAR | AWARDS |
| National Polytechnic Institute of PNG (NPIPNG) | 2012 | Technical Training Certificate(II) in Tourism and Hospitality |
| Sacred Heart Secondary School-Hagita | 2010 | Higher School Certificate |
| Sacred Heart Secondary School-Hagita | 2008 | Grade 10 Certificate |
| St Mary’s Primary School - Sidea | 2006 | Grade 8 Certificate |

**OTHER ACHIVEMENTS**

## 2006- Dux of the Year (Grade 8 Valedictorian) 2004-Dux of the Year (Grade 6)

**2003- SIL Training Certificate of Participation**

**2016-Customer Service Certificate DATEC Learning & Training Centre 2018-Leadership Training Certificate Port Moresby Nature Park**

**SKILLS & ATTRIBUTES**

* Strong analytical skills to deal with a wide variety of information
* I am Computer Literate, Honest, Optimistic, Confident
* Excellent written and verbal communication skills
* Strong interpersonal skills
* Exceptional multi-tasking and organizational skills
* Effective management of various materials necessary for presentations, marketing, conferences and other relative events
* Effective and sustainable customer relations
* Confident in dealing with a wide variety of people at all levels
* Ability to take directions and execute on time with minimal supervision
* Willing to look at existing materials and processes critically in order to bring about improvements
* Able to produce efficient Secretarial & Receptionists duties
* Able to serve customers queries on time & produce general office filing system.

# JOB EXPERIENCE

## Work Attachment Duration: 02nd December 2019-Present Company: Theodist Printing Services

# Position: Customer Service Officer

**Duties:**

* Prepare invoices on Pronto for credit customer payments
* Closing work orders on Pronto
* Assist in printing , scanning ,binding documents
* Manning front counter and ensuring general cleanliness
* Assist in Common Seal production and collection
* Other duties as requested by Supervisor

## Work Attachment Duration: 10th February 2018 to Oct 2019 Company: Port Moresby Nature Park

**Position: Guest Relations Team Leader Duties:**

* Overseeing of Guest Relations staff
* Supervision of ticketing staff and making sure all tills are balanced off on all POS Terminals each day
* Making Reservations for corporate functions, private functions, weddings, VIP tours, school excursions and church-group tours on Centamen Booking Systems
* Stock Control/Purchasing
* Souvenir purchasing from suppliers i.e. local suppliers/wholesale companies
* Providing Ticketing entries into the park and making sure ticketing queue is manned professionally
* Update and make sure all database fields are filled on Centamen Booking Systems
* Filing finished bookings and stock inventory forms
* Assisting customers to certain sites required in the park and upselling function venues
* Operating Gift Shop and upselling souvenir items to local and international customers
* Attending to all email, telephone and front desk enquiries regarding venue vacancies and park services

## Work Attachment Duration: 18th April 2016-February 7th2018 Company: Port Moresby Nature Park

**Position: Guest Relations Officer Duties:**

* Making Reservations for corporate functions, private functions, weddings, VIP tours,

school excursions and church-group tours on Centamen Booking Systems

* Processing entry payments through Centamen POS System (Point of Sale)
* Providing Ticketing entries into the park and making sure ticketing queue is manned professionally
* Assisting customers to certain sites required in the park and upselling function venues
* Operating Gift Shop and upselling souvenir items to local and international customers
* Attending to all email, telephone and front desk enquiries regarding venue vacancies
* Attending to incoming and outgoing calls (switchboard operation)
* Screening telephone calls and transferring to correct officers
* General cleaning of office and other duties as requested by Team Leaders, Supervisors and Management

## Work Attachment Duration: May 2015 to April 2016 Company: Pacific Manpower Ltd

**(Recruitment|Labour Hire|Passports & Work Permits)**

**Position: Data Entry Operator/Admin Receptionist Duties:**

* Screening all CV’s (emailed/hand delivered) and upload/register onto company Database System (TRIS)
* Update and make sure all database fields are filled on TRIS
* Attending to all email enquiries regarding job vacancies from company website
* Attending to all incoming and outgoing calls (switchboard operation)
* Screening all telephone calls and transferring to correct officers
* Taking general customer queries from telephone, email and front desk
* Prepare call register on Microsoft Excel Spread sheet for all outgoing calls.
* Typing of resumes for recruitment team, printing, photocopying, scanning of CV’s/References and attaching to candidate profiles on Database.
* Doing Reference Checks as requested by Recruitment Officers and other general offices duties as requested by Team Leader and Management.

## Work Attachment Duration: March 2013 – August 2014 Company: Fengshung Investment Limited

**(Restaurant)**

**Position: Administration Assistant/Cashier Duties:**

* Attending to all telephone calls
* Attending to customer orders and requests
* Filling and general clerical duties
* Company cheque and cash deposits
* General office duties as requested by manageress

## Work Attachment Duration: September 2012 (4 weeks)

**Company: Air Niugini Limited**

**(Ground Traffic Operations)**

**Position: Trainee Customer Service Officer Duties:**

**Worked at both International and Domestic Terminals**

* Assisted in Passenger check-In, Baggage weighing and tagging
* Filling/Data Entry
* Identification of customer lost baggage’s and reporting to lost baggage officers
* Attending to telephone calls
* Announce flight details through PA System
* General Customer Service and other duties as requested by senior staff.

# HOBBIES/INTEREST

Browsing the internet

Travelling and advancing my knowledge and skills in Tourism and Hospitality

# SUMMARY OF PERFORMANCES

* Able to work without directives from supervisors
* Able to work under pressure in a dynamic, multicultural environment with minimum or no supervision
* Proven ability to communicate across all levels orally and in writing; from Management to Operation Personnel as well as liaise with people in other organizations
* Exceptional skills working with company’s MS Excel, MS Word, Power Point and other MS Office applications.
* Flexible and able to complete given tasks before deadline

# REFEREES

Lachlan Boswort

 **Printing Manager**

 **Theodist Limited**

PO Box 1618

Waigani, NCD

Telephone: 313 1873

Mr Francis Semmy

## Human Resource Manager Port Moresby Nature Park PO Box 110

University, NCD Telephone: 326 0248|58

Mobile:722 60740

Amanda Koivi **Recruitment Team Leader Pacific Manpower**

PO Box 876

Konedobu, NCD

Level 1, ENB Haus, Harbour City Telephone: 70311391|392|393 Mobile: 7068 0884

Ms Vila Moilameku

## Director

**Fengshung Investment Limited**

PO Box 2174

Boroko, NCD Phone: 713 30 098

Ms Susan Wakilang

## Traffic Administration Coordinator Air Niugini

Port Moresby

Telephone: 327 3462 |327 3744

Mr Paul Tlogua

## Head of Department Tourism & Hospitality The National Polytechnic Institute of PNG PO Box 4366

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Mr David Kliva

## Senior Lecturer

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