Jethro Kenia

Section 317, lot 34 Gerehu

National Capital District

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**PROFILE**

Diploma of Business studies majoring in office management and administration. Possess work experience in customer service related jobs. I am Capable in dealing with customer complaints in a professional friendly and efficient manner. Possess excellent telephone techniques, I can work well with Microsoft office word, excel access and power point as well as excellent keyboarding skills, Fluent in English and Tok-Pisin.

**Education**

November 2020

Diploma in Business Management

Goroka Technical College School of business Diploma studies, Goroka Eastern Highlands Province

Majoring in office management and administration

Relevant subjects: business communication, business ethics sales & marketing

July 2018

Certificate in business Foundation

Goroka Technical College School of business Diploma studies, Goroka Eastern Highlands Province

Relevant subjects: Telephone technique, computing and keyboarding skills

EXPERINCE

Front desk assistant

January to August 2021

Career Training Institute (Goroka)

Duties

* Receive and return phone calls
* Data entry
* Assist clients, students and parents regarding their enquiry

November 2018

Part time customer service officer

National Airport Cooperation Nadzab Airport

Duties

* Assist airport users
* Check airport facilities and report damages to customer service manager
* Collect tally on the total number of travelers traveling in both PNG Air and Air Niugini

Referees

Mr Wellington Sauroba

Head of Department-Management

Goroka Technical College

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