**CURRICULUM VITAE**

**Personal Detail:**

Name: Margaret M Koae

Address: P.O. Box 6572

 Boroko

 N.C.D

Contact Numbers: 73631234 / 72229922

Email Address: koaemargaret@gmail.com / Margaret.Koae@digicelgroup.com

Citizenship: Papua New Guinea (Central Province)

**Education Details:**

**Year**  **School Cetificate Name**

2015 International Training Institute Diploma in Information System

2014 International Training Institute Certificate in Computing

2009 N.C.D Open Campus Certificate in Tertiary & Community Studies

2008 Mainohana Secondary School Gr: 12 Certificate

2006 Mainohana Secondary School Gr: 10 Certificate

**Skills/Abilities:**

* Customer Services Skills
* Oral and Written Communication.
* Computing Skills

**Objective:**

To work and pursue a career in any organization for fulfilling the interest of the organization effectively and efficiently.

**Employment Experience:**

**Year Org/Comp Position Task**

2008 National Events Council Casual Conference Attendant

 Reception al Duties

2016-2018 Digicel PNG ltd Customer Care Agent Assisted customers with queries and

 resolved at first point contact.

 Followed up on unresolved queries

 for customers satisfaction.

**Voluntary work:**

* 2007 Attended the National Lasalian Youth Congress
* 2008 Vice President ( Lasallian Youth)

**Awards And Prizes**

* 2017 ABC’ of TELCO
* 2016 Money minded training
* 2005-2008 Recipient of English Award.

**Referees:**

Mr. Frank Epe Vivian Edward (IT HOD) Nadia Mondiai

CC Operations Manager Vedwards@iti.ac.pg Team leader (Resolver Team)

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