

SALLYANNE NAPKAI

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Competent and driven in customer service through proven customer support skills. Facilitate positive high quality oral and written communication and prompt resolution of complaints and issues. Self-motivated, cheerful, and eager to support team in building an impeccable top of the class customer support by understanding customer desires and providing solutions to build loyalty.

Skills

Able to meet demands and deadlines

Strong team player

Complaint resolution

Administrative support

Fast learner

Strong time management skills

Attention to detail

Excellent communication, verbal and written

Work History

2016-06 – 2016-02 Customer Service Representative

NGF Limited, Port Moresby, PNG

Recommended Product or Service to customer, thoroughly explaining details.

Provided primary customer support to internal and external customers in fast-paced environment.

Offered advice and assistance to customers, paying attention to special needs or wants.

Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.

Answered customer telephone calls promptly to avoid on-hold wait times.

Educated customers on promotions to enhance sales.

2012-05 – 2012-07 Classroom Assistant

Ela Murray International School, Port Moresby, PNG

Monitored student classroom and outdoor activities to promote student safety.

Maintained inclusive classroom environment to enable students to gain maximum benefit from lessons.

Assisted teachers with classroom management and document coordination to maintain positive learning environment.

Set up visual aids, equipment and classroom displays to support teacher's lesson delivery.

Supported student-learning objectives through personalized and small group assistance.

Oversaw students in classroom and common areas to monitor, enforce rules and support lead teacher.

2010-06 – 2010-10 Accounts Assistant

Century 21 Siule Real Estate, Port Moresby, PNG

Reviewed figures, postings and document for correct entry, completeness and accuracy.

Matched purchase orders with invoices and recorded necessary information.

Supported operations by communicating with customers, filing documents and managing data.

Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.

Education

2012-01 – 2012-12 Stage 1: General Business Studies

Port Moresby Business College – NCD

2008-01 – 2008-11 Technical Certificate 1: Business Studies

Lae Technical College – Lae, Morobe Province

2006-01 – 2007-12 Higher School Certificate

Gordon Secondary School – NCD

2004-01 – 2005-12 High School Certificate

Gordon Secondary School – NCD

1996 – 2003 Certificate of Basic Education

Coronation Primary School - NCD

Software

Microsoft Word and Excel

Referees

Ms Sheryll Gomez

Customer Service Manager

Phone: 325 5278 / 323 9001

Email: shegomez@ngf.com.pg

Pastor Qogi Zonnggoreng

Congregation Pastor

Phone: 7478 3953