SALLYANNE NAPKAI

**Address:** P.O Box 1985, Boroko, N.C.D

**Mobile:** 7104 7847 / 7854 5708

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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.
* Prepare quotations upon customer request
* Used MYOB accounting software to process cash sales and and credit sales.
* Regular follow up on customer back orders and delivered on time.

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](mailto:shegomez@ngf.com.pg)*

**Pastor Qogi Zonnggoreng**

**Congregation Pastor**

Phone: 7478 3953