**Resume of Cassidy Sauwa**

C/- Annemarie Aisi

DigicelPNG, P O Box 1618, Port Moresby, NCD

Mobile: 72229915/72300274

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**Objective:** To be able to work in an environment wherein I can apply expertise in the field of Information Technology

**Position apply for:** ENVIRONMENTAL OFFICER

**Basic qualification:** Diploma in Information Technology (Incomplete)

**Job descriptions:**

**Dates Positon/Company/Location**

* September 5th to April 9th 2015 Brand Tracker, Digicel PNG Ltd, Port Moresby

Job Description:

As a Brand Tracker Officer, I do the following jobs:

* Make calls to system selected numbers
* Data entry of questionaries questions
* Provide solution to frustrated customers
* Maintain professional customers skills
* Collecting reason why customers decide to leave
* February 27th to April 30th 2015 Sales, Digicel PNG Ltd, Port Moresby

Job Description:

As a Sales Rep, I do the following jobs:

* Advise customers on Digicel products and services
* Upgrading 3G sim cards to 4G network
* Assist customers with technical issue affecting Digicel products and service
* Sales and marketing of products, service and solution
* Internet, accounts and social networks configuration
* Promote promotion services
* February 16th to September 07th 2013 Customer Care, Digicel PNG ltd, Pom

As a customer care I do the following jobs:

* Provide high level of customer care service
* Taking calls and solving queries at first point of contact
* Escalating queries to technical support teams
* Support Sale and marketing teams on Digicel products and service

**Education background:**

Name of Institution Certificate/Diploma Earned

Year Graduated

* College Port Moresby ITI College Diploma in Internet Technology

2015 (Incomplete)

* Secondary Lae IEA Coronation College Grade 12 Certificate

2010

* Secondary Port Moresby Grammar Grade 10 Certificate

2008

* Primary Lae Christin Academy Grade 8 Certificate

2006

**Awards:**

* Certificate of Attendance- Brand Tracker Campaign Officer
* Certificate of Service (Customer Care Agent)
* Certificate of Service (Casual Walk Out Working Staff)
* Security Guard Training Certificate
* Certificate of Excellence Academic Award
* Certificate for Best Effort in Grade 11 Chemist

**Personal information:**

Physical Details Age -27

Height -170cm

Weight -86kg

Health -Excellent

Nationality Papua New Guinea

Religion Anglican

Civil Status Married with 1 child

Special Read books, socialization, and outdoor sports

Skills:

* Public Relation & Strong Interpersonal Skills
* Strong initiatives and problem solving skills

**References**

* References are available on request.

1. **Mr. Gesling John**

**(Customer Care Team Leader)**

DigicelPNG Limited

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Port Moresby

Papua New Guinea

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1. **Sylvia Bonnie Mago**

**(HR Rep)**

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