YVONNE KOMBOI KEI

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# Objective

| * To engage myself in a well-established organization and utilize my skills, knowledge and experience in achieving my goals and objectives. At the same time develop my career path to achieve my ambition of being a good employee. |
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# Skills & Abilities

| * Motivated and honest * Enjoy learning new tasks * Enjoy Responsibilities * Hard working and dedicated to tasks at hand |
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# Experience

| 2017 to Present | **Quality Assurance Officer,  *Bmobile Limited***  Job Purpose   * The role of Quality Assurance Officer is to monitor calls and provide trend data to call center management. Quality Assurance Officer participate in the design of call monitoring formats and quality standards by using quality monitoring data management system to compile and track performance at team and individual levels.   Duties and Responsibilities   * Participate in customer and client listening programs to identify customer needs, and expectations. * Provide actionable data to various internal support groups as needed. * Coordinates and facilitates call calibration sessions for call center staff. * Provides feedback to call center team leaders and management. * Prepares and analyzes internal and external quality reports for management staff review. * Monitoring staff performance for quality of service / output and identifying areas for improvement. * Coaching and participating in staff training. |
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| 2014 - 2017 | **Customer Care Team Leader,  Digicel PNG Limited**   * Got employed with Digicel PNG Ltd as a Customer Care Executive from December 15– June 10 (2015) and then was asked to do successor role of a Team Leader for 6months probation period. Then I was confirmed with the position of Customer Care Team Leader based on my performance effective on the 1of April (2016) up till 20 February (2017) when I left the business. Based on my previous work experiences, I am able to work in teams and to meet deadlines and targets. I also have good interpersonal and communication skills (both oral & written report writing) and I assure you that I will be able to effectively execute administrative and field tasks delegated to me if given the chance to work within your organization. |
| 2011 - 2012 | **Data Entry Clerk,  National Fisheries Authority**   * Engaged with National Fisheries Authority (Audit & Certification Unit) as a Data Entry Clerk from January to August. Then from September to February 2012 as an Office Assistant. * I am confident that I have gained knowledge and skills and therefore I will be a good asset to your organization if given the chance. |
| 2009 | **Merchandiser,  Niugini Tablebirds**   * Part time employment from January to April (16 weeks) |

# Education

| 2015 – 2017 | **Short Courses/Trainings while with Digicel PNG Limited**   * ABC’s of Telecommunication – Chapter 1 (2 days program) * ABC’s of Telecommunication – Chapter 2 (2 days program) – attained certificate * Money Minded – How to Budget Money (2 days program) * Digicel Leadership Academy Engage Program (3 days program) * Customer Care Relations Training (2 days program)   **Note:** *No certificates were given after the short courses (except for ABC’s of Telco).* The programs we attended was to broaden our knowledge in our individual roles within the business and help us to understand ourselves in the business. Also to know how to communicate with team mates at work and perform well in the working environment. |
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| 2010 | **International Training Institute**   * Six (6) months – Diploma in Accounting (Certificate not granted due to personal reason) |
| 2009 | **DODL – Unitech Open Campus**   * Six (6) months – July to December – Upgrading of marks   **2006 – 2008 Marianville Secondary School**  (Attained Grade 10 & 12 Certificates)  **1997 – 2004 St Peter Channel Primary School**  (Attained Grade 8 Certificate) |

# REFEREES

| **Mrs Josephine Komboi**  Audit & Certification Unit  National Fisheries Authority  P.O. Box 2016  Port Moresby  National Capital District  Phone: 309 0444/ 76528615  **Mr Clive Lolowa – Outsource Manager**  Customer Care – Outsource Department  Digicel PNG Limited  P.O. Box 1618  National Capital District, Gordons  Port Moresby  Phone: 7222 4937  Email: [Clive.Lolowa@digicelgroup.com](mailto:Clive.Lolowa@digicelgroup.com)  **Ms Ceceilia Tokona – Operations Manager**  Customer Care Department  Bmobile Limited  P.O. Box 1055  Waigani 131, NCD, Papua New Guinea  Phone: 7600 1268  Email: ceceilia.tokona@bmobile.com.pg |
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