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| **CURRICULUM VITAE** |

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| **PERSONNEL BACKGROUND** |

NAME : Mercy Serety TAKAL

GENDER : Female

RELIGION : Christianity

LANGUAGE : English/Bislama/Mother Tongue.

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| **EDUCATIONAL BACKGROUND** |

**PRIMARY EDUCATION**

Class 1-3 : Vila North School (1985-1987)

Class 4-5 : Vila East School (1988-1990)

⮚ Succeed and achieved Senior Primary Examination Certificate.

**SECONDARY EDUCATION**

Year 7-10 : Malapoa College (1991-1994)

⮚ Succeed and achieved Year 10 National Examination Certificate.

Year 11-12 : Malapoa College (1995-1996)

⮚ Succeed and achieved Year 12 PSSC (Pacific Senior Secondary Certificate).

Year 13 : Matevulu College (1997)

⮚ New Zealand Bursary Program.

**TERTIARY EDUCATION**

Foundation course

GEP100 : USP, Emalus Campus (Feb-Jul 1998)

MG101 : USP, Emalus Campus (Feb-Jul 2015)

**OTHER COURSES**

Secretarial/Shorthand Course

: **SECRETARIAL SCHOOL** (1998)

⮚ Achieved Elementary Certificate on Secretarial/Shorthand courses

(Certificate not attached due not given from school after closure of school)

⮚ Achieved Intermediate Certificate on Secretarial/Shorthand courses

(Certificate not attached due not given from school after closure of school)

Basic Computer Course

: **VAN** **PAC COMPUTER SCHOOL** (1999-2000)

(Certificate not attached due not given from school after closure of school)

**WORK RELATED COURSES/TRAININGS**

Customer Care Program

⮚ *Certificate achieved.*

Customer Service and Passenger Relations Seminar (Aug/Sept 1999)

⮚ *Certificate achieved.*

DG (Air) Awareness Course (19th January 2002)

⮚ *Certificate achieved.*

Dangerous Goods Acceptance Course (November 4th 2007)

⮚ *Certificate achieved.*

Trim-Sheet Training for ATR-42, Twin Otter and Islander aircraft (February 2nd 2008)

⮚ *Certificate achieved.*

Crew Resource Management Course (CRM) (July 15th -17th 2008)

⮚ *Certificate achieved*.

Ground Crew Resource Management Course (24th-26th September 2008)

⮚ *Certificate achieved.*

Dangerous Goods Re-certification (November 2nd 2009)

⮚ *Certificate achieved.*

Air Vanuatu/Qantas – Weight & Balance Training (14th-17th February 2011)

⮚ *Certificate achieved.*

Internal Audit Implementation Professionals (9th-13th July 2012)

⮚ *Certificate achieved.*

Dangerous Goods Re-certification (November 15th 2013)

⮚ *Certificate achieved.*

Introduction to Managing Emergency Exercises (April 14th 2016)

⮚ *Certificate achieved.*

Leadership & Management Skills Training (4th-6th September 2018)

⮚ *Certificate achieved.*

Human Factors in Aviation (9th-13th September 2019)

⮚ *Certificate achieved.*

**Awareness Courses only (without issuance of Certificates)**

* Operations Controller Basic Training – 17th Feb – 30th Mar 2014.
* Internal Auditors’ Refresher Training – Ensuring Effective Auditing – July 2015.
* Dangerous Goods Awareness Course – April 2016.
* Human Factors in Aviation Awareness Course – April 2016.
* Safety & Security Awareness Course – 27th May 2016.
* Australian Border Control Training – 05th September 2017.

**OTHER COURSES/TRAININGS (Non-work related)**

Leadership in Sports Workshop – April 2016

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| **EMPLOYMENT BACKGROUND** |

**WORK EXPERIENCE**

⮚ December 1994 – January 1995 - Vanuatu National Provident Fund

(Computer Section)

⮚ December 1995 – January 1996 - VNPF (Accounts Section)

⮚ January 1997 - Land Use Planning Office

⮚ February 1998 - Receptionist at Dr. Pratt Erwin Surgery

⮚ July – August 1998 - Trainee sales assistant at Drug Store Chemist

**EMPLOYMENT HISTORY**

⮚ May 1999 – Jan 2002 - Check-In Officer - VanAir/Air Vanuatu

⮚ Feb 2002 – 15 Feb 2014 - Load Controller – VanAir/Air Vanuatu

⮚ 17 Feb 2014 – till now - Operations Coordinator - Air Vanuatu

**HOBBIES**

⮚ Watching Movies

⮚ Socializing with families and friends

⮚ Playing my favourite sports Netball and Basketball

⮚ Parenting