

# Guillaine KANEGAI

## PROFESSION

### Administration, Logistiques, Sales and Support Officer

Pacific Group Limited (PGL)

P.O. Box 6558

Port Vila

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## SKILLS

- Leadership
- Time and Priority Management
- Conflict Resolution
- Communication
- Pressure Handling
- Problem Solving
- Critical Thinking
- Interpersonal Skills

## WORK HISTORY

### ❖ 25<sup>th</sup> November 2021 - Current

Pacific Group Limited

Administration, Logistiques, Sales and Support Officer

« PGL is a consultancy firm which responsibilities includes different type of activities depending of which project to undertake : event coordination, telco projects, logistics magement, and other relevant project. »

- Prepare and manage logistics movement to outer islands in Vanuatu
- Organise transportation of logistics
- Facilitate communication of logistics to ensure prompt and proper movement of shipments
- Play mainly projects support roles to Director of PGL
- Coordinate projects activities
- Execute project plan activities
- Ensure deliverables is properly under control and timely managed
- Scheduling meetings

- Prepare project proposals and reports
- Provide administration support

❖ 28<sup>th</sup> August 2021 – 24<sup>th</sup> November 2021

Wanfuteng Bank Limited

Administration Officer

#### Customer

- Supporting and performing various administrative tasks including reception duties
- Providing quality customer service for all clients and suppliers including answering telephone enquiries and fielding telephone calls
- Greeting and directing visitors
- Handling complaints in a courteous, professional manner
- Taking phone messages from clients concisely & relay information to others by email / phone
- Word processing, creating spreadsheets, presentations, and filing
- Preparing and lodging correspondence, reports, presentations and confidential correspondence

#### Finance

- Recording and processing incoming and outgoing transactions
- Keeping track of receipts of all expenses
- Creating invoices for customers
- Completing payroll filing
- Reviewing and obtaining competitive quotes for various projects
- Handling bookkeeping tasks for other companies

#### Risk (Compliance/Operational/Credit)

- Ensuring the confidentiality and security of files and filing systems
- Undertaking projects and conducting research
- Sourcing and purchasing of office supplies
- Ensuring office supplies are maintained, including checking inventory and working with vendors to ensure adequate levels of necessary supplies at all times
- Maintaining organized file systems including hardcopies and digital copies, in a way that can be easily accessed
- Supervising (oversee, track, record and report) property maintenance jobs

#### People

- Coordinating events, such as planning parties, various company-wide events (anniversaries, Christmas etc), team-building activities, various sponsorship or promotional events
- Coordinating schedules, arranging meetings, distributing memos and reports and ensuring that everyone is kept current of necessary company news and information
- Coordinating and undertakes booking of travel, accommodation and catering
- Maintains administration systems, including diaries, records, mail, filing and archiving of records
- In charge of various calendar schedules
- Induction of new employees to the office
- Providing new employees with all relevant documentation needed, such as the employee handbook, paperwork that needs to be completed on the first day of employment, and information regarding office policies and procedures
- Helping with the departure of employees confidentially
- Sorting through and delivering mail to the appropriate recipients in the office
- Sending out company-wide emails
- Arranging Work permits and Residency visas in a timely manner

❖ **02<sup>nd</sup> June 2020 – 27<sup>th</sup> August 2021**

**Pacific Group Limited**

**Administration, Logistics, Sales and Support Officer**

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❖ **December 2019 – 22<sup>nd</sup> May 2020**

**Vodafone Vanuatu Limited**

**Team Leader M-VATU**

- Manage the Mobile Money Project Team
- Be informed about the competitive market and their offers
- Set up of new agents and businesses on Mobile Money Service
- Ensure project aligns with the objectives given
- Coordinates with all team members involve in the project and ensure to keep track on the operation of Mobile Money Service
- Develop and deliver reports
- Train agents and sub-agents on the Mobile Money Service, AML and KYI procedures in accordance with the work process in place
- Assist in customer complaints on Mobile Money Service and ensure solution satisfies customer
- Visit of operational agents

❖ **2012 – November 2019**

**Telecom Vanuatu Limited**

**Retail Sales Supervisor**

- Manage TVL Retail Shops in Port Vila
- Manage TVL Retail Staffs in Port Vila and people working on the floor
- Manage sales performance on daily, weekly and monthly basis base on the targets/ objectives given
- Ensure smooth operations of TVL Vila Retail shops
- Ensure correct pricing and displays of products
- Evaluate staff performances on monthly basis
- Coach, train, discipline TVL Retail Staffs in Vila
- Work in line with Marketing to create products offers strategies to meet Retail monthly target
- Maintain TVL Vila Shops cleanliness, health and safety measures
- Work together with Retail Staffs to ensure standard quality customer service is delivered to consumers
- Organize departmental meeting with Vila Retail Staffs to discuss about issues, strategies, improvement and other relevant tasks on weekly basis

❖ **2014 – 2017**

**Telecom Vanuatu Limited**

**Acting Call Center Supervisor**

- Manage TVL Call Center staffs, shift and their rosters.
- Work together with Call Center Staffs to ensure standard quality customer service is delivered to consumers

- Coach, train, discipline Call Center Staffs
- Organize departmental meeting with Call Center Staffs to discuss about issues, strategies, improvement and other relevant tasks on weekly basis
- Improve quality results by recommending changes such as initiated 24/7 Call Center Service and initiated the current Call Center System in place
- Worked closely with TVL HRD to improve Staff Performance, increment, and benefits of Call Center Staffs
- Offered a lot of assistance by providing Call Center staffs with training of products and services regular to deliver quality customer service

❖ **2011 – 2012**

**Telecom Vanuatu Limited**

**Retail Sales Representative**

- Sell TVL products and services
- Analyze and guiding customers' needs and expectations
- Participate in the well operation of the Vila Retail Shops
- Work closely with the HOD's to achieve the objectives given either on sales of product or services such as Internet, Mobile and Fix Line (Prepay and Postpay)
- Handling customer complaints
- Responsible of the whole customer experience, sales and after sales
- Answer customer enquiries or follow ups either complaints, product or service orders, accounts report, billing, cancellation and other relevant enquiries
- Provide and ensure a good relation between TVL and its customers

❖ **May 2008 – 2010**

**Telecom Vanuatu Limited**

**Call Center Agent**

- Answering incoming calls and respond to customers emails
- Management and resolve customer complaints
- Provide informations of products and service on line
- Identify and escalate complaints on services or products to either technical or supervisors
- Identify and resolve complaints in hand using tools or software applicable
- Follow calls when necessary
- Upsell and cross sell products when necessary
- Complete call logs and report to Supervisor

❖ 2006 – April 2008

Hotel Chantilly's On the Bay – Front Desk Officer/ Receptionist

- Welcome visitors
- Answer calls and emails either be enquiries, bookings, arrivals and departures and other relevant enquiries.
- Direct visitors to the proper section either bar, restaurant, rooms, conference room
- Sorting and distributing incoming mails
- Schedule meeting and travel arrangements
- Maintain safe and clean reception
- Assist with security guard on the arrivals and departures of guests
- Organize in house guests' tours
- Work closely with housekeeping team for healthy and safe room keeping of guests

**EDUCATION**

University:	2019	University of the South Pacific (USP)
Tertiary:	2005 - 2006	Tourism at Vanuatu Institute of Technology (INTV)
Secondary:	2002 - 2004	Year 11 – Year 13 Science at Lycée de Montmartre
Secondary:	1998 - 2001	Year 7 – Year 10 College at Collège de Montmartre
Primary:	1992 - 1997	Primary Level at Santo East Primary School

**QUALIFICATION**

2019 -	Certificate in Project Management
2006 -	Brevet d'Etudes Professionels (B.E.P)
2004 -	Year 13 Certificate
2003 -	Year 12 Certificate
2001 -	Year 10 Certificate
1997 -	Primary Certificate

**REFEREES**

Mr. Everett Whippy  
Head of Sales and ICT Solutions  
Vodafone Vanuatu  
P.O.Box 146  
Port Vila

Mrs. Amanda Brown  
Managing Director  
South Sea Shipping  
P.O.Box 84  
Port Vila

Mr. Barlen Lutchmoodoo  
Chief Executive Officer  
Vodafone Vanuatu  
P.O.Box 146  
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Mrs. Sandra Guyot  
Personal Assistance to CEO  
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Port Vila

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