**CV/ RESUME**

**Joana Lily Yoan Farro**

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Port Vila

**Objectives**

I am seeking for this job because it involves customer care service duties that are related to my field /carrier.

**Educational background**

* Kindergarten to year 8 - Kawenu primary school (2003– 2011)
* Year 9 to 11 – Tebakor college (2012 – 2014)
1. Vanuatu institution of Technology

Certificate courses archived:

* Certificate 1 in Tourism and customer services ( 2017-2018)
* Certificate 2 in Tourism and customer services ( 2019-2020)

**Accomplishments**

* Achieve all the certificates with good result ,however due to the Covid19 issue I have already completed the certificate 2 program of Tourism and customer service however the graduation is schedule this coming month of July/ August this year 2021.

**Experience**

* Poppy’s on the Lagoon Resort

 Working as receptionist and interacting with different Guest

 From – 04/09/2019

 To – 29/11/2019

**Referees:**

1. **Name:** Sally D Carlo ( Reservations and Administration Manager)

**Contact:** 23425

1. **Name:** Jack Takalo Graham (Vanuatu institute of Technology Acting Principal)

**Contact:** 24825

**Skills**

* Communication skills
* Filing/ Paper management
* Proficient in Microsoft Word, Excel and Power Point
* Research skills
* Self-motivation
* Brainstorming
* Reporting
* Problem solving
* Making schedules
* Analysing & interpreting information
* Writing skills – organisation
* use office equipment
* being able to source and provide information advice and assistance
* Interact with computing technology,
* Receive and Process customer feedback
* Communicate on the telephone
* Develop the basic knowledge of book keeping
* Handle mail
* Follow workplace occupational health and safety
* being able to work in a socially diverse environment

**Hobbies**

* Playing Netball
* Watching movies
* Cooking
* Listening to music’s
* Socializing
* Learning new things