

# LINETI MIRACLE KITONA

## SKILLS

- Self-Motivated
- Friendly and positive
- Problem Solving
- Customer service experience
- Planning my time efficiently
- Relating to others
- Communicating with confidence

## EDUCATION

### **Hospo Start, Restaurant Association of New Zealand**

May 2019

#### **Entry Level Hospitality Training**

- Barista, FOH and Kitchen Skills
- LCQ
- NZQA Food Safety – US20666
- First Aid, St John 3hr Hospitality Course

### **Mt Roskill Grammar School**

2009 - 2014

NCEA Level 1 and 2

## INTERESTS

- Cooking
- Family and friends
- Playing piano
- Poetry
- Sports

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**ADDRESS :** Mount Roskill, Auckland

## ABOUT ME

Motivated and seeking a career as a bartender. After many years of working in call centres, with a strong customer service background I am confident that with the training I have received from The Restaurant Association I am ready to take on a challenging and busy role as a bar back or entry level bar person. What I might lack in experience I will make up for with hard work and commitment and I have completed my LCQ.

## WORK EXPERIENCE

### **Customer Service Agent**

*Utilities Electricity & Gas – TELNET/ Mar 2018 - Sep 2018*

In this role I was responsible for Inbound and Outbound calls for NZ customers only. I would also log jobs for customers who had no electricity or who had gas faults.

### **Floor Support/ Senior**

*Woolworths Insurance Australia- Sydney/ Nov 2017 – Jan 2018*

I was seconded to Sydney for two months to assist with the very first contact centre for Woolworth Insurance. In this role I assisted agents on a daily basis, and handled customer escalations. I returned to NZ to assist with closing down NZ operations.

### **Customer Service Agent**

*Salmat - Big W, Masters/ 2015 – 2017*

Placing orders for online services (Masters Home Improvement), I would also take inbound and outbound calls. Checking stock availability, completing orders, providing refunds, and dealing with replacements and exchanges.

### **Customer Rep**

*AA Roadside Assistance / May 2015 – Oct 2015*

Dealing with Inbound calls and sending out someone to deal with vehicle issues. This was a part time Temp role for 6 months.

## REFERENCES

### **Hellen Tafa**

Team Leader, INCNET

Ph: 021 139 1602

### **Bridgette Su'a**

Team Leader, Woolworths Insurance

Ph: 0210394094