



Elise KOKOT-BILL

Professional Goals

A first year student with Master's degree in Management and International Commerce and a format Teller at ANZ Bank. Motivated and enthusiastic to foster a great learning atmosphere.

Get in touch!

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Address:

Universite De La Polynésie
Française, Faa'a - Tahiti

Work Experience

Full-time Teller

ANZ - Vanuatu | Oct 2021 - Sept 2023

Marketing and Commerce

NEXT Limited Vanuatu | Nov 2020 - Feb 2021

Deputy Supervisor / Social Media Officer

Mindpearl Call Center, Suva, Fiji | Jun 2017 - October 2019

- Do hand over reports to call center managers
- Handle social media queries, feedback
- Provide feedback to call center agents for errors made
- Provide assistance to call center agents on product knowledge and call
- Help call center agents on improving the call handling quality
- Provide feedback to call center agents on their Key Performance Indicator (KPI)

Customer Services and Sales Representative

Mindpearl Call Center, Suva, Fiji | October 2015 - Jun 2017

- Handle inbound/outbound customer calls and queries
- Handling of emails on flight related activities: change of itinerary, cancellations of flights, booking of special services

Academic History

University of French Polynesia - (2023 - 2025)

Master's in Management and International Commerce

National University of Vanuatu - (2020 - 2022)

Bachelor's Degree | Tourism and Hospitality

- Marketing & Communication
- Cost Management and Financial Forecasting
- Economy & Laws

University of South Pacific, Fiji | 2018

Certificate in Project Management

Lycée Saint Joseph de Clunmy, NEW CALEDONIA | 2013

Holder of a B.A in Transportation in Tourism (Bac+1)

Lycée ANOVA, NEW CALEDONIA | 2010 - 2012

Baccalaureate Diploma HRMC technology (Communication and Human Resources Management)

Specializations

- Social Media Management
- Public Speaking
- Communication
- AMADEUS Airline Reservation System
- BeamNet
- Computer Knowledge (Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Publisher, Internet...)

Languages Spoken

French: **Fluent**
English : **Fluent**
Bishlama: **Fluent**