

# Vanderal Talagi

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202D Hinemoa Street, Birkenhead, Auckland 0626

## Work History

### **Cheerleading Coach** at Allstar Cheersport

January 2018 - On going

#### **Key Responsibilities**

Provide a great experience for the customer

Identify the needs of athletes

Deliver and design a routine that will do well on the scoresheet

#### **Achievements**

1st Place Olympia (last in person competition)

2021

Growth from 8 to 18 athletes on team in term 1

2022

### **Migration Manager** Vodafone NZ

November 2019 - On going

#### **Key Responsibilities**

Help and work with customers to get them online

Prevent issues in the migration from old customer accounts to new customer accounts

#### **Achievements**

Created and advocated for a customer-centric and company-mindful process for contacting customers within the VADFA queue

Reduced volume within the VADFA queue

### **Vodafone Fibre Ninja** Vodafone NZ

August 2016 - April 2019

#### **Key Responsibilities**

Provide support for customers with their fibre connections

Work with LSPs to help customers get connected

#### **Achievements**

Learned the various portals and used by Vodafone

Shadowed at Chorus to see their processes

## Education

**New Zealand Certificate in Information Technology (Level 5)** Open Polytechnic March 2022

## Key Skills

HTML, CSS, Javascript, C#, Windows Forms

## Referees

### **Steve Milne**

Current Manager, Vodafone

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### **Daniel O'Neil**

Manager, Allstar Cheersport Legacy

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### **Jarred Foster**

Previous Manager, Vodafone

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