

Dhona Obina

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Portfolio: <https://dhonaobina.github.io/>

CAREER OBJECTIVE

10+ Years Customer Service

As a seasoned professional with ten years of experience in Customer Service, and roles spanning from Support Analyst to Delivery Lead, I possess a solid foundation in Information Technology. My commitment to professional growth is demonstrated by my self-initiated advancement in Full Stack Development, through comprehensive training. Driven by a fervent passion for technology and an aspiration to excel as a Full Stack Developer, I am eager to contribute my expertise to a distinguished coding institution. My goal is to leverage my skills and knowledge in a collaborative environment, absorb wisdom from seasoned developers, and deliver meaningful contributions to the community.

EDUCATION

ISTQB Tester Foundation, Agile Project Management & Scrum Master certifications, Current - April 2024

Code + | Full Stack Development, Completed - Nov 2023

New Zealand Certification for IT Essentials (Level 4), Completed - Sept 2022

Bachelor of Science in Nursing, Completed - Oct 2008

CORE SKILLS

HTML5, CSS3, Advanced JavaScript	Microservices and Restful APIs
jQuery, TypeScript, and Bootstrap	Git, GitHub, Jira and Confluence
Web App Libraries & Frameworks such as Knockout, Backbone.js, Ember.js, ReactJS, Redux, Grunt, Angular 2, AngularJS, Angular 6, and Kendo UI	IDEs such as Visual Studio Code, Visual Studio, Anaconda and Jupyter notebook
Python, Django, NodeJS, and MySQL	I am eager to master new languages and contribute effectively...

WORK HISTORY

P&L Limited | Spark NZ Limited | Business Hubs

Focus Delivery Lead

Christchurch - March 2018 - Present

- Demonstrated leadership in managing sales orders, effectively coordinating with account managers to ensure transparent communication of order status.
- Committed to delivering exceptional service by consistently meeting or exceeding SLA and performance benchmarks.
- Skilled in processing a wide range of provisioning orders across 12 regions, supporting the growth of Small Medium Enterprises with a focus on telecommunications services.
- Engaged in productive dialogue through one-on-one and team meetings with peers, stakeholders, and regional leaders, fostering collaborative relationships.
- Provided mentorship to new team members, guiding them through standard operating procedures and applications, enhancing team efficiency.
- Innovated a streamlined process for managing Spark Hardware and Accessory orders.

- Proficient in utilizing CRM tools such as Salesforce, Siebel, and ICMS to optimize customer engagement.

P&L Limited | IT Department

Support Analyst

Christchurch - October 2022 – March 2024

- Efficiently managed customer inquiries and system issues, ensuring resolution before deadlines using Jira and Confluence.
- Delivered first and second-tier technical support, adeptly escalating complex issues to specialized teams.
- Demonstrated exceptional communication skills, a customer-centric approach, and patience.
- Enhanced Point-of-Sale software functionality, contributing to CRM support, system integrations, and coding across various environments.
- Collaborated in managing and integrating company systems for POS and Xero, liaising with the business systems team and external partners.
- Streamlined reporting processes and supported Business Analysts in project mapping, requirement gathering, and data analysis, bolstering backend operations through meticulous testing and monitoring.

Spark NZ Limited | Consumer

Customer Solutions Specialist

Christchurch – September 2015 – March 2018

- Cultivated and sustained client relationships by delivering timely and precise services, fostering customer retention and loyalty.
- Achieved business objectives by ensuring targets were consistently met, contributing to the company's success.
- Demonstrated meticulous attention to detail in order processing using ICMS and Spark CRM systems.
- Resolved customer inquiries and complaints, providing optimal solutions, and enhancing service quality.

ADDITIONAL EXPERIENCE

- Content creation, Helping family and friends with digital marketing and photography on my free time.