

SONIA SHABNAM ALI

WORK EXPERIENCE

September 2021 to June 2023 Central Registry Fiji Police Headquarters

Clerical Officer

- Proper disposition of attrition personal files of Police Officers no longer with the Force to the Archives.
- Dispatch of duplicate personal files of Police Officers to their respective Divisions.
- Typing of approval letters for leave, allowances and transfers.
- Updating service registers for all Police Officers.
- Proper upkeep of duplicate personal files of Officers at Police Headquarters.
- Typing, Merging and printing of weekly Force Routine Order.
- Taking weekly meeting minutes for the Managers Meeting and the Registry unit.
- Any work assigned by the Unit Sergeant and Manager Records and Registry.

October 2014 to September 2021 Fiji Police Academy

Clerical Officer

- Maintain standard of performance and ensure prompt response to customers/staff seeking assistance in matters concerning the correspondence and staff leave.
- Assist Administration Officer in the administrative functions of the academy.
- Provide administration support services to the management and staff of the academy.
- Maintain proper filing system.
- Update personal files of all staffs of the Academy.
- Taking minutes for the Director Training & Commandant's meetings.

- Assist in administration duties for the Commandant.
- Provide monthly reports for the Civilian staff to the Commandant and Director Human Resources.
- Provide Annual/Sick leave status for the Staffs of the Academy to the Commandant.
- Update service registers for the staffs of the Academy with the weekly Force Routine Order publications.
- Ensure proper procedures are followed with regards to the leave regulations for the staffs.
- Responding to emails and correspondence on behalf of the Commandant and Admin Officer.
- Assist the recruitment drive team as the database administrator.
- Secretariat for the Police Training and Assessment Committee (POLTAC)

July 2012 to January 2013 The Constitution Commission Secretariat

Administrator

- Assist with daily admin work for Conciliation resources and the Constitution Commission Secretariat which includes scanning and printing of documents as well as filing.
- Receiving calls for the Constitution Commission and also making calls for booking of venues for Commission events, calling media for press conference and also calling for quotations for purchase of items for the Commission.
- Updating petty cash and payments spreadsheet for Conciliation resources.
- Making accommodation reservations for visiting officials.
- Scheduling meetings for the Commissioners.
- Receiving mails and submissions and forwarding to appropriate staff.
- Confirming venues for events and meetings as well as organizing catering and sending out invites for the guests.
- Responding to emails and invitations on behalf of the Commissioners.

2009 - 2010 MINDPEARL

1. Reservations Duty Controller

- Making reservations and issuing tickets for Air Pacific passengers.
- Assisting agents on calls to improve productivity and average handling time of agents on calls.
- Handling Admin work for the client (Air Pacific), which including answering to email queries from passengers, coming up with solutions for customer complaints, assisting with doing call outs to advise passengers about delayed or cancelled flights

2. Junior Operations Controller

- Monitoring the board making sure that agents are receiving the correct calls and also making sure that we have enough agents on calls so that the abandoned call rates were lower.
- Approving breaks/ Vacation for the agents after making sure that we have enough coverage on the floor for the days that agents want to take their vacations.
- Compiling Daily/Weekly and Monthly call reports for the General Manager.
- Compiling Adherence Report of agents for the HR Coordinator to address adherence issues with the agents.
- Assisting HR with Recruitment for new agents.
- Providing payroll report for Finance.

3. Team Leader – Fiji Airways

- Assisting agents on calls to improve Average Handling Time
- Attending to customer complaints either by emails or over the phone.
- Training agents on calls with regards to booking and issuing of tickets.
- Handling Admin work for Fiji Airways which included making sure that all flights for the day were registered on the CRM; all passengers going for medical treatment were given approval for flight by the airline doctor.
- Making sure that there was enough coverage on the floor in case of flight cancellations or delays so agents could call passengers and advise them of the situation and also provide alternative solutions for passengers with connecting flights.

2006 - 2008 OCEANIA CUSTOMER INTERACTION SERVICES

CAMPAIGN (OUTBOUND)

1. **Optus Pre to Post** - Customer Interaction Agent
 - Selling lanline, internet plans over the phone to customers in Australia for OPTUS.
2. **Optus Wireless** - Customer Interaction Agent
 - Selling OPTUS wireless plans for internet and lanline to customers in Australia.
3. **Optus Digital Television** - Customer Interaction Agent
 - Selling OPTUS digital TV plans to customers in Australia.
4. **Optus Australia (LAR)** - Assistant Team Leader
 - Senior Customer Interaction Agent
 - Assisting agents on calls to get them to achieve their sales targets.
 - Giving feedback to agents regarding their calls and how to improve with objection handling and closing of sales.
5. **Bellsouth** - Assistant Team Leader

2005 - 2006 FONEXIA

CAMPAIGN (OUTBOUND)

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|--------------------------------------|------------------------------|
| Optus Australia | - Customer Interaction Agent |
| Tower Insurance (New Zealand) | - Assistant Team Leader |
| Freedom Escapes | - Customer Interaction Agent |
| M8 Mobile | - Customer Interaction Agent |

2004 - 2005 E-COMM INTERNATIONAL

- ✓ Telemarketing sales assistant

EDUCATION / TRAINING

2023 to Present Diploma In Community Services - AIBT Global, Australia

- ✓ CHCDIV002 Promote Aboriginal and/or Torres Strait Islander Cultural Safety
- ✓ HLTWHS004 Manage Work Health & Safety
- ✓ CHCLEG003 Manage Legal & Ethical Compliance
- ✓ CHCDIS003 Support Community Participation and Social Inclusion
- ✓ CHCCCS007 Develop and Implement Service Programs
- ✓ BSBWOR502 Lead and Manage Team Effectiveness
- ✓ BSBRSK501 Manage Risk
- ✓ BSBINN601 Lead and Manage Organizational Change

2021- Certificate of Completion – ETHICS & ANTI-CORRUPTION IN OCEANIA – Fiji National University

2019 – 2021 Masters in INTERNATIONAL RELATIONS & DIPLOMACY – University Of Fiji

- ✓ INR 405 Conflict and Peace in the Pacific
- ✓ INR 418 Public International Law
- ✓ INR 416 Diplomatic Practice and Procedures

2018 - 2019 Post Graduate Diploma in INTERNATIONAL RELATIONS & DIPLOMACY - University Of Fiji

- ✓ INR 410 Geopolitics of the South Pacific
- ✓ INR 413 Contemporary Strategic Issues in Asia Pacific

2018 Post Graduate Certificate in INTERNATIONAL RELATIONS & DIPLOMACY - University Of Fiji

- ✓ INR 404 Politics of International Justice
- ✓ INR 401 Approaches to International Relations: Theory & Practice

2016 Human Rights Workshop conducted by the Office of the High Commission of Human Rights – Southern Cross Hotel, Suva

2016 Occupational Health & Safety Modules I & II: OHS Representatives and Committees Fiji Police Force conducted by Alpha-Omega Universal Solutions – Fiji Police Academy

2012 Women In Business Workshop: Business Skills Training Seminar – Suva Business Centre

2012 Certificate of Completion: Advance Baking – ServicePro Hospitality Education & Training Centre

2011 Certificate of Completion: Cakes, Pies & Pastries – ServicePro Hospitality Education & Training Centre

2009 AMADEUS Reservations System & Ticketing Training – Mindpearl Suva

2010 Operations Controller Training – Mindpearl, Capetown, South Africa

2006 Sales & Phone Etiquettes Training – Oceania Customer Interaction Services

2001 Fiji Seventh Form Examination - Sigatoka Methodist College

2000 Fiji School Leaving certificate - Sigatoka Methodist College

1998 Fiji Junior Examination - Sigatoka Methodist College

1996 Fiji Eighth Year Examination - Sigatoka Methodist Primary School

1994 Fiji Intermediate Examination - Sigatoka Methodist Primary School

REFERENCE

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Fiji Police Headquarters

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