



## THE WAVES



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#### OUR ALUMNI



**Praneet Nand**  
*Customer Care Consultant*  
Vodafone Fiji

#### FEEDBACK

ICNZ's proud alumnus, Praneet, works with the Vodafone in Fiji

Praneet has been chosen as the Alumni of the Month. We are extremely proud to see ICNZ graduate Praneet, reaching greater heights personally and professionally.

#### YOU ARE AN ACE STUDENT AND WE MISS YOU!

Praneet says "I would like to thank ICNZ for selecting me as the Alumni of the month and at the same time assisting and guiding me to reach my goals. I work for Vodafone Fiji (Fiji's number one mobile network company); out of 800 plus applicants I was amongst the 8 staff members employed. I graduated last year from ICNZ. Since then the management has kept in touch with me regularly, emailing and inquiring about my well-being and my progress at work. The team is always concerned about their former and present students' career and till today I seek the teams advise. What is wonderful about ICNZ is the team always takes time out for their students and goes the extra mile to assist them with anything and everything they need help with.

### I am a customer care consultant and also provide data information:

My job description is as follows:

- Liaising with customers and colleagues to achieve a better and non-contradictory outcome to reduce glitches.
- Building great rapport and lifelong customer relationships.
- Strategic planning, organizing, implementing and following up on new procedures.
- Ensuring the company standards are followed and complied with i.e.; Operational Separation; Disclosures; Dialogues etc.
- Implementing new ideas and contributing to the growth of the company.
- Identify problems, plan investigation and provide effective solution in order to correctly measure success.