**CURRICULUM VITAE**

**AGNES SERE**

C/- Tau Gima, EMTV, P.O.Box 443, Boroko, NCD

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**SUMMARY:**

An administration professional with more than five years’ experience working in education institutions and telecommunication industry, I have experience in overseeing administrative operations and staff members, while driving office efficiency and maximising productivity.

I have attained a Certificate in Business from International Training Institution (ITI) and Certificate in Human Resource Management from IT Job Training Centre. I am now seeking this professional challenging career as such, within your good organisation, for me to contribute effectively and efficiently, to make sure your organisational goals and objectives are maintained with high standards.

**KEY STRENGHTS:**

* Eight years’ experience in customer service both face to face and phone based.
* Five years’ experience in payroll calculations and accounts receivable duties
* Have experience in using several soft wares such as Maze, MYOB, Great Plains, Pronto, and Kundupei soft ware
* Have five years’ experience in office administration at a senior management office.
* High level computer skills including Excel, Word, Power Point, and Outlook.
* Public Relation Skills
* Active public Speaker
* Collaborative Worker
* Flexible and patient under pressure; ability to meet deadlines and challenges
* Attentive to detail and fast learner
* Friendly, Outgoing and responsive personality.
* Enthusiastic, Conscientious, Hardworking, Honest and Reliable.

**KEY STRENGHTS:**

* Certificate in Human Resource Management – IT Job Training Centre, NCD, 2014
* Certificate in Business Study – International Training Institution (ITI), NCD, 2011
* Higher School Certificate – Sogeri National High School, Central Province, 2005 – 2006
* High School Certificate – Caritas Technical Secondary School, NCD, 2003 – 2004
* Primary School Certificate – Gaire Primary School, 1995 – 2002

**ADDITIONAL SHORT TRAINING/ AWARDS:**

* MYOB Version 18 Level 1 Certificate, April 2013
* Basic Computing Certificate, 2006
* Certificate of achievement in cooking, computing and sewing, 2004

 **EMPLOYMENT HISTORY:**

* **Finance Officer- IEA College Of Tafe, POM, September 2015 – May 2016**

**Duties Include:**

* Customer service both face to face and phone based
* General office duties including filing of students’ records and files.
* Placing and receiving College’s school orders
* Postal runs
* Billing and Invoicing
* Debt Collecting, as well as bank runs
* Preparing month-end reports and bank reconciliation
* Record keeping and management
* Other adhoc and tasks from superior
* **Finance Officer- Star Mountain Institute Of Technology- International School, Tabubil, January 2013 – December 2014**

**Duties Include:**

* Overseeing the front office and financial matters.
* Customer service, both face to face and phone based.
* Placing and receiving school orders, both Domestic and International.
* Postal Runs
* Negotiating with OTML maintenance department for school’s maintenance issues.
* Organising travel and accommodation arrangements for staff travelling in and out.
* Billing and Invoicing
* Debt Collecting as well as banking runs
* Preparing month-end reports for principals and manager
* Liaising with the registrar at the head office (Star Mountain Institute Of Technology)
* Record keeping and managing
* Other adhoc and tasks given by the superior

**KEY ARCHIEVEMENT:**

* Job Knowledge – Award for being knowledgeable
* **Finance Officer – Tabubil International School – Tabubil, October 2010 – December 2012**

**Duties Include:**

* Customer service both face to face and phone based
* General Office duties including, filing of student’s records and files
* Placing and receiving school orders, both domestic and international
* Calculating and processing of payroll
* Billing and invoicing
* Arranging Travel and accommodation for staff travelling in and out.
* Negotiating with OTML maintenance department for school’s maintenance issues
* Following up with OTML finance for Outstanding school fees for company portion and term deposits.
* Overseeing of administration operations.
* Debt collecting, as well as banking runs
* Preparing reports for principal and school board
* Preparing month-end reports and bank reconciliation
* Liaising with school board, and IEA in POM
* Record keeping and managing
* Other adhoc and tasks given by superiors

**Achievement:**

* Certificate of Recognition for service given.
* **Customer Care Agent – Digicel PNG Limited, POM, June 2007 – January 2009**

**Duties Include:**

* Customer service call services
* Troubleshooting customer queries and assisting them accordingly.
* Entering customer queries into database for further investigation.
* Transferring technical call/queries to respective department.
* Tele sales and marketing of Digicel’s products and services.
* Other general tasks given by superiors.

**Achievements:**

* Outstanding achievement in JOB KNOWLEDGE for the month of December 2007
* Outstanding achievement in OVERALL PERFORMANCE for the month of December 2007.

**HOBBIES:**

* Reading
* Travelling
* Learning New Things
* Doing Volunteer Jobs

**REFEREES:**

1. Name: **Brad Shaw**

Position Title: Country Director

Company: Australia- Pacific Technical College

Email: Brad.Shaw@aptc.edu.au

1. Name: **Dr Ken Darvall**

Position Title: Principal

Company: Tema International School- Ghana

 Email: kdarvall@gmail.com

3. Name**: Inahwu Wanya**

Position Title: Senior Teaching Staff

Company: International Education Agency

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 4. Name: **Terry Davison**

Position: Former Registrar

 Company: Star Mountain Institute Of Technology

 Email: tadavison57@gmail.com