**Curriculum Vitae Mr. Lawrence Tepa**

Lawrence Tepa **Cell Contact** 70249514

C/- Doreen Holland **Marital Status** Married

PO BOX 5644, Boroko **Birth Date** 09th May 1985

NCD **Province** Manus

 **Religion** Christianity

**Personal Objective**

My future ambition is to be successful in Sales Management. In order to get there, I have discipline myself to be honest, efficient, committed and hard working person. I believe that I have the capability to perform to the best of my ability in any given tasks, should I be given an opportunity.

**Educational Background**

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| **Institution** | **Qualification Achieved** | **Year of completion** |
| Institute of Business Studies | Certificate in Sales Management | 2007 |
| Sogeri National High School | Higher School Certificate | 2006 |
| Gerehu Secondary School | Higher School Certificate | 2004 |
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**Work Experience**

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| **Institution** | **Job Designation** | **Period** |
| Bank South Pacific | BSP Call Centre  | 2013 – 2016 [4 years] |
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* Attend to customers (internal & external)
* Confirming customer’s account status.
* Registering mobile and internet banking.
* Resolving and escalating customer’s dispute to relevant team for reimbursements to be done.
* Setting daily limits on BSP debit cards for BSP Priority customers.
* Confirming customer’s transfers or deposit to their accounts and other accounts.
* Placing stops or hold on stolen bank cards.
* Forwarding customer’s applications to their home branch for processing.
* Response to customer’s queries through emails.

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| **Institution** |  **Job Designation** | **Period** |
| Digicel PNG Limited | Corporate Billing Executive  | 2010 – 2013 [5 years] |
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| * Attend to customers (internal & external)
* Delivering of Bills to Post-paid customers at the end of each month.
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| * Assist walk in Post-paid customers for Bill payments, Blackberry purchase or dongle and etc.
 |
| * Attending to all incoming queries through phone & emails
 |
| * Setting Credit Limits for Post-paid accounts according to the selected rate plan
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| * Activating Post-paid accounts
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| * Activating Post-paid customers emails & access to internet.
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| * Converting accounts from Post-paid to Prepaid and vice versa
 |
| * Assisting Post-paid accounts with their Bills being disputed
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| **Institution** | **Job Designation** | **Period** |
| Digicel PNG Limited | Customer Care Executive | 2009 – 2010 [1 year] |
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| * Receiving incoming calls through the Customer Care Hotline
 |
| * Effectively identifying and resolving customer’s mobile queries at first point of contact by applying thorough trouble-shooting techniques.
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| * Immediately escalating technical, voucher and corporate related queries to relevant teams and periodically following up to ensure ticket is closed and customer is advised immediately.
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| **Institution** | **Job Designation** | **Period** |
| Auto Zeal | Sales Representative | 2008 |
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| * Promoting available vehicles to prospective candidates and providing guidance in terms of identifying possible choice or type of vehicles needed for instance suitable for family, on the road, off the road and for corporate use.
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| * Advising customers on stock of vehicles that are available when new stock will arrive and negotiating price of each vehicles.
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| * Effectively responding or assisting to all enquiries received via direct face-to-face contact, phone, fax and email with interested candidates on buying of vehicles in the yard
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**Reference**

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| --- | --- | --- |
| **Academic** | **Professional** |  |
| Ms. Eshwin Enoch | Ms Sibona Kema |  |
| Lecturer | BSP Call Centre Manager |  |
| Institute of Business Studies | Bank South Pacific |  |
| Tel: 325 4053 | Tel: 3201212/70301212 |  |

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| **Academic** | **Professional** |  |
| Ms. Donah Miskaram | Mr. Albert Kaian |  |
| Training Manager | BSP Call Centre Floor Manager |  |
| Esso Highlands | Bank South Pacific |  |
| Digicel: 71028141 | Tel: 3201212/ 1802000 |  |