**CURRICULUM VITAE**

**PERSONAL DETAILS**

**NAME:** Daniel Baratai

**DATE OF BIRTH:** 23/07/1984

**MARITAL STATUS:** Single

**RELIGION:** Christian

**COUNTRY:** Papua New Guinea

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**CARREER OBJECTIVE**

With over 8 years’ experience working in the Telecommunications Industry in various roles, my goal is to utilize my knowledge, skills and work ethic in effectively contributing in any related field or industry. My willingness to learn and perform to the best of my abilities, combined with being a strong team player has proven to be an asset in my current employment and I believe will be the same for you as a potential employer.

**EMPLOYMENT HISTORY**

**FEBRUARY 2022-PRESENT**

* Promoted to Senior Technical Officer-Electricity Billing

**SEPTEMBER 2017 – JANUARY 2022- Bmobile - ELECTRICITY BILLING OFFICER)**

**KEY POSITION ACCOUNTABILITIES**

* Visit all sites in the NCD and Central provinces to conduct meter readings and submit to PNG POWER to ensure accurate billing and keep track of Master Listing for All Grid Connections to all Bmobile (2G/3G/4G) sites.
* Reconcile site billings and raise payment request for signing by Senior Management (CTO and CEO).
* Timely tracking of Payment requests for Electricity bills with Bmobile Finance department & follow up on actual payment to PPL with Purchase Orders.
* Constantly maintaining pleasant dialogue with PNG Power billing team and relevant suppliers.
* Conduct preventative monitoring, by ensuring disconnection notices are paid before any power disconnections to site.
* Liaise with regional teams (Hagen, Goroka, Lae and Madang) in resolving any issues related to electricity supply or faults

**ADDITIONAL RESPONSIBILITIES**

* Planning and scheduling of monthly refueling of almost 300 sites around the country
* Communicating with PUMA energy’s customer care team when ordering fuel for BTS sites ensuring fuel orders are processed in a timely manner for pick up.
* Monitoring and tracking of purchase orders to ensure accuracy and accountability.
* Reconciling Bill of Laden (BOLS) against invoice numbers for payment to fuel suppliers.
* Conduct Daily Fuel Analysis of all Bmobile sites to identify any discrepancies within tolerance.
* Maintaining fuel data as a control measure in ensuring accountability and transparency when refueling sites
* Communicate and co-ordinate with regional teams to ensure standby generators on site are refueled and avoid generator run dries.

**SEPTEMBER 2007- 2010 Employed with Digicel PNG as a Workforce Management Executive**

**KEY POSITION ACCOUNTABILITIES**

* Managing and providing weekly Shift schedules for the Call Centre staff (200 plus) based on historical customer call trends and demands.
* Capturing of call center data for Forecasting and scheduling purposes
* Analyzing of Call trends to maximize productivity and meeting service level targets
* Furnishing of daily and monthly reports detailing the call center’s performance

**May 2007- November 2007 Employed with Digicel PNG as a Customer Care Agent**

**KEY POSITION ACCOUNTABILITIES**

* Attending to customers (both internal and external) queries over the phone as well as walk-in customers, providing advice and solutions to their queries in a timely manner.

**EDUCATION HISTORY**

**June-December 2014**

Completed Distance learning course with IATA Training and Development Institute passing with a Diploma in Cargo Introductory Course

**2005-2006**

Studied and successfully attained a Diploma in Tourism and Hospitality Management at the Port Moresby Business College

**2001-2002**

Attained Higher School Certificate from Port Moresby National High School

**AWARDS**

* 2009-Recognized as Digicels Workforce Management top Employee
* 2008-Recognized as Digicels Workforce Management top Employee

**COMPETENCIES AND STRENGTHS**

* Strong focus in following through with vendors/suppliers and ensuring invoices are sent on time to process payments and fulfill purchase orders.
* Strong communication skills both written and oral
* High competency in Microsoft applications especially excel
* Strong customer service skills
* Sound knowledge of the air cargo industry

**REFEREES**

1. Mr. Wully Ronald

HOD-NOC and Plant Operations

(Technical Department) Telikom LTD

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1. Solomon Ninawale

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1. Wuinakila Tongia

Network Operation Center Supervisor

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