David Naita

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[Type your website]

Objectives

* To pursue a career with an organization that recognizes my potential, and my values, and what I can do to make a difference.

Experience

Teachers Savings & Loan Society Ltd

| Po Box 319 Waigani, VISION CITY, National Capital District

Team Leader Sales - Retail Financial Services2015 – 28 March 2016

* Leading, managing and motivating the sales team to implement sales strategy and meet agreed targets on loans and member deposits;
* Receive, coordinate, recommend, approve and decline loans within Delegated Approval Limits (DALs);
* Conduct loan interviews and give financial counselling to members where necessary;
* Appraise and make recommendations on withdrawals
* Educate members on Society’s Lending Policy;
* Ensure every effort is made to achieve fast member response time;
* Ensure that quality customer service is achieved and maintained at all times;
* Compiling sales progress reports on a weekly/monthly and end of year and proactively addressing shortfalls on targets due to be achieved;
* Attending trade shows to exhibit products/services or conferences to keep abreast of the latest products and tends;
* Participating in marketing events and attending sales meetings;
* Managing the Customer Relationship Management database to ensure accurate and up-to-date information is available;
* Supervise the sales team member’s task and performs day to day administrative tasks for the whole unit;
* Deals with problems, queries and complaints raised by members (Clients), staff, third parties, legal Institutions and relevant agencies as required;
* Assist Head of sales with creation and implementation of Budget, Sales and Strategic plans;
* Other duties as directed by the Head of Sales.

Teachers Savings & Loan Society Ltd

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Member Service Officer/Consultant - Retail Financial Services 2013 – 2015

* Conduct loan interviews and give financial counselling to members;
* Support the sales team to implement sales strategy and meet agreed targets on loans and member deposits;
* Appraise and make recommendations on withdrawals;
* Educate members on Society’s Lending Policy;
* Upholding the mission and vision statement of Teachers Savings & Loan Society at all times;
* Ensure every effort is made to achieve fast member response time;
* Ensure that quality customer service is achieved and maintained at all times;
* Participating in marketing events and attending sales meetings;
* Attend trade shows to exhibit products/services or conferences to keep abreast of the latest products and tends;
* Assist Senior Member Service Officer/Consultant to deal with problems, queries and complaints raised by members through phone, email, correspondence and in person;
* Other duties as directed by the Head of Sales.

Teachers Savings & Loan Society Ltd

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Relationship Officer – Marketing Division 2011 – 2013

* Support the sales team to implement sales strategy and meet agreed targets on loans and member deposits;
* Educate members on Society’s Lending Policy;
* Participating in marketing events and attending sales meetings;
* Attend trade shows to exhibit products/services or conferences to keep abreast of the latest products and tends;
* Managing the Customer Relationship Management database to ensure accurate and up-to-date information is available for the sales team;
* Do marketing Research and under study competitors marketing strategies;
* Constantly communicating and maintaining customer relationships and looking out for opportunities to create new business;
* Assist with Writing/Compiling news articles for Tisa Nius letter published quarterly and distributing to members (clients) through-out Papua New Guinea;
* Distributing posters, brochures, flyers and advertisement using different sources of media

Teachers Savings & Loan Society Ltd

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Records Management Officer – Members Services Division 2009 – 2011

* Ensuring proper filing of memberscorrespondences, paid vouchers and other documentsin chronological order;
* Control and monitor movement of files dailygoing out and being returned;
* Plan and coordinate the Retention of Documents for Archiving/ and destruction purposes;
* Managing the MembershipFile Database and ensuring it is up-to-date;
* Scanning signatures and uploading onto the signature drivefor verification purposes;
* Doing quarterly reports on the progress and management of the Records/Filing Room;
* Assist with queries and complaints raised by staff, clients and third parties regarding full refunds;
* Generally doing daily maintenance of damaged member files;
* Creating files for new members;

Badihagwa Techinical Secondary School

| C/- Department of Education, PO Box 446, WAIGANI, National Capital District

School Librarian July 2008 – 2009

* Daily checking IN and OUT of books lent to Students and Teachers;
* Assist Teachers and students at the front counter with research queries and recommend relevant book titles;
* Supervise Grade 9s-12s using the library during their respective library periods;
* Catalogue library books;
* Mend and repair damaged books;
* Create shelf list cards of book titles (General Indexing);
* Record daily the local Newspapers (the National & Post Courier) and making them available to students and teachers for research and reading purposes upon requests;
* Plan, co-ordinate and Supervise stock-take of new and old library bookstitles;
* Produce progress reports weekly/monthly on the use of the school library;
* Promote reading and writing through new book exhibitions/displays in the school library;

Office of Libraries & Archives

| Po Box 734 Waigani, National Capital District

Assistant PNG Collection Librarian – Readers Services Division 1995 – July 2007

* Claim, receipt and acknowledge all legal deposit items;
* Answering general reference queries through Correspondence, phone, fax, and in person;
* Indexing & editing the times of Papua New Guinea Newspaper (then Saturday Independence);
* Recording, stamping and shelving of PNG Periodicals;
* Creating Subject files on special events, people and issues about PNG;
* Inputting of Legal deposit records on to Legal Deposit Database;
* Do quarterly reports on the progress and management of the Papua New Guinea Collection;
* Organize, Develop and Maintain systematic collections of books, periodicals and other recorded material and make them available to library users;
* Publicizes library facilities by organizing books displays and circulating book lists;
* Recommend appropriate sources of information to enquirers, compile and assembles the material required;
* Supervise the maintenance of books and other materials and arranges repair or rebinding as necessary;
* Carry out other tasks/duties as directed by the PNG Collection Librarian
* Participate in variable hours arrangements and roster duties as required;
* Negotiate and liaise with relevant individuals, group & organizations in relation to the Papua New Guinea Collection with reference to Legal Deposits and research services in the National Library;
* Assist in relieving the PNG Collection by directing and controlling the activities of the Papua New Guinea Collection;
* Formulate review where necessary, modify National Library programmes for the development, organization and use of PNG materials and interpret objectives to subordinate staff;
* Compile bibliographical data on PNG Resources
* Perform other duties as directed, consistent with above.

Skills

* Letter and Report Writing;
* Management Systems Documentation – Filing & Records Management
* DoE ICT Standards and procedures (Word 2003, Excel 2003, Power Point 2003 & Lotus notes V6.5)
* Sales & Marketing;
* Supervisory;
* Negotiation;
* Conflict Resolution;
* MS Access 2000-Introduction
* Minor Motor Vehicle Repair/Maintenance & Driving (Class 1 Drivers License)

Education

MADANG TECHNICAL COLLEGE

1995

* Pre-Employment Technical Training (PETT) Certificate Attained

BADIHAGWA HIGH SCHOOL

1991-1994

Grade (10) Ten High School Certificate Attained

REFERENCES

Are available upon requests