Charles Gamea

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| Skills & Abilities |  | Excellent computer skills. (Microsoft Office)  Proficient in communicating and writing.  Very astute with general retail practices such as customer service, cash handling, customer complaints.  General management tasks (training, ordering, hiring, rostering, projections)  Quick learner/can adapt to change easily.  Hardworking, reliable, and organized.  Can function independently and work well in a group.  Impeccable time management skills.  Accounting Software: MYOB, Prostix and D365 |
| Experience |  | CREDIT CONTROLLER – AIRSWIFT (Current Role) (2021 - 2022)  Serving as Temp Credit Controller on a 6 - Month Contract. Duties include:  Downloading and monitoring bank account transactions  Reconciling various client payments (in AUD, USD & PGK) and allocating accordingly  Investigating bad debts, misallocations, credits, and overpayments from prior years and liaising with clients to resolve  Client email follow-ups and reminders.  Debt collection via phone calls and emails  Preparing 13-week cash receipts forecast on weekly basis and provide commentary on cash variances on key accounts  Assisting Billing department with generation and submission of invoices ACCOUNTS RECEIVABLE CLERK – CAIRNS HARDWARE (2020 - 2021)  Duties include: General office/reception tasks  Credit control - daily monitoring of aged balances and calling notifying customers of instore credit limits  Debt collection - via email, letters and phone calls to customers  Setting up and opening new credit accounts and regularly monitoring account activity and payments.  Using the accounting program Prostix to receive payments and settle accounts, then record journal/payment entries.  Problem solving - with customers and branch staff when required. ACCOUNTS RECEIVABLE CLERK – HOST SERVICES (2018-2019)  Duties include:  General office/reception tasks; handling petty cash, communicating with suppliers, etc.  Assisting admin team with rostering using Deputy program  Reconciling and matching daily sales data to the physical cash collected using the bank statement, various programs and Excel spreadsheets.  Supervising float drops and depositing daily banked cash to bank.  Supplying cash handling training to new staff and offering ongoing support regarding cash handling issues  Conducting audits/investigations relating to cash variances from sales.  Using the accounting program MYOB to receive payments and settle accounts, then record journal/payment entries  Assisting Accounts Payable with creating and compiling invoices and making payments to suppliers. STORE LEADER – TRAVELEX CURRENCY EXCHANGE (2016-2018)  Hired as a Sales Consultant and eventually promoted to Store Leader for Travelex Domestic Airport Cairns. Duties include customer service, cash ordering and counting, driving sales and promotions, planning monthly budgets and targets, offering general financial advice, dealing with external business partners, holding weekly meetings with staff and giving feedback and collating files and paperwork in preparation for audits. Attained a Cert III in Financial Services during this time. Shift supervisor – KFC (2010-2017)  Started off as a Customer Service Team Member eventually progressed to a Shift Supervisor position. Key responsibilities include: setting up/ prepping store for trade, running shift, training new team members, cash handling and conducting a monthly safety audit. |
| Education |  | WOREE STATE HIGH SCHOOL (2008-2012) Graduated from Woree State High School in 2012 with an OP 9 and thus obtained a QCE. During my senior years’ subjects studied were: English, Maths B, Maths C, Physics, Graphics and Information Technology Studies. Best subject was English and IT for which I received the Top Student Awards in 2010 and 2011. Macquarie university through open universities Australia (2013-2015, Online) Studied Bachelor of Arts from Macquarie University, with a major in English part-time before I commenced working fulltime. |
| References |  | \*Conrad Karu – Store Supervisor  Huawei Vision City Mega Mall  Mobile: 7552 5266  \*Duncan Lowe - Business Development Manager  Airswift PNG  Mobile: 7285 6955  \*Rumbidzai Maguma – Finance Manager  Airswift PNG  Mobile: 7090 6655 |