
BENERGY
Melbourne, Australia

Customer Service & Debt Management Consultant

06/12/16 to 25/07/18

Key Responsibility

- Answer inbound telephone calls on timely manner and ensure customer queries are resolve within 48 hours
- Handle customer complaints through telephone and email
- Maintain and record customer information in the system and ensure records are kept safely
- Follow up overdue accounts through phone, email, mobile and post
- Issue notices where appropriate and arrange disconnection
- Update payment information in the system

Key Achievements

- Significantly reduced the overall company debt position in the first 3 months of employment which led to salary increase.
- Consistently maintained satisfactory customer services both externally and internally

PNG Power Limited
Papua New Guinea

Team Leader Debt Management

2009 – 2015

Key Responsibility

- ✓ Managed overall debt portfolio of PNG Power Limited, including analytical review and reporting of debt position to Debt Management Manager.
- ✓ Develop debt collection strategies and ensure monthly collection targets are achieved and maintained in line with KPIs.
- ✓ Review and reporting bad and doubtful debts to recoveries team for legal recourse

Key Achievements

- ✓ Consistent management of company debt level with desired target level set by management.

FINCORP
Papua New Guinea

Credit Manager

27/10/2008 – 05/05/2009

Key Responsibility

- ✓ Ensures smooth and efficient flow of work within the Credit Department.
Facilitates strong working relationships with Centres, Sales team, Branch Support Service Centre and other internal customers.
- ✓ Proactively resolve any potential issues between Credit Control staff, other individuals or departments.
- ✓ Effectively communicates with all stakeholders and emphasis ethical business practices, strategic plan and goals with department staff.

Key Achievements

- ✓ Consecutively led the credit and collection team to achieve 1st target collection target set by Management
- ✓ Consistently managed and control company debt level

- Key Responsibility**
- ✓ Prepare and analyze credit proposals of staff personal and housing loans and make recommendations to Senior Manager Credit for decision.
 - ✓ Manage and control debt collections.
 - ✓ Follow ups on delinquent customers.
 - ✓ Carry out asset repossessing and foreclosure of accounts.
 - ✓ Attend to internal and external customers queries.
 - ✓ Manage written off accounts.
 - ✓ Lead credit team to achieve target set by management
- Key Achievements**
- ✓ Maintained company debt level consistently

KEY SKILLS

- Communication skills**
- ✓ Excellent written skills developed through theoretical and practical report writing at university and previous employments.
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- Computer skills**
- ✓ Proficient user of Microsoft Word, Excel, Power Point, MS Access
 - ✓ Have system knowledge in ICBA and Gentrack software
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- Negotiation skills**
- ✓ Have great negotiation skills gained through theoretical and practical experiences.
 - ✓ Can negotiate for win/loss and win/win outcomes
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- Customer Service skills**
- ✓ Excellent customer service skills gained through years of practical experience
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- Leadership skills**
- ✓ Have great leaderships skills gained through practical experiences gained in university, church and workplace.
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REFEREES

- ✓ Professor Booi Kam
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