# RIPANA JAMES Curriculum Vitae

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### PERSONAL PROFILE

I am energetic, open-minded, friendly and ambitious leader who likes working with the team to achieve organizational goals, vision and mission. A proven leader with 16 years of work experience in Papua New Guinea and Australia and possess excellent communication skills coupled with the ability to motivate the team to excel and meet job objectives.

# **EDUCATION**

March 2017 - July 2018

 Masters in Strategic Procurement RMIT University, City Campus, Melbourne, Victoria

**July 2016 – December 2016** 

 Graduate Certificate in Strategic Procurement RMIT University, City Campus, Melbourne, Victoria

2008 - 2011

 Bachelors in Management Divine Word University Madang, Papua New Guinea

#### WORK EXPERIENCE

UNDP Port Moresby, PNG **Procurement Associate** 18/02/18 to Present

**Key Responsibility** 

- Ensures implementation of the operational strategies
- Organizes procurement processes for CO, NEX/DEX projects and at the request of other Agencies.
- Ensures implementation of sourcing strategy focusing on.
- Ensures proper control of CO Assets focusing on achievement.
- Ensures organization of logistical services focusing on achievement
- Ensures facilitation of knowledge building and knowledge sharing in the CO

Moniplus Port Moresby, PNG Analyst Retail Finance 25/09/18 to 15/02/19

**Key Responsibility** 

- Methodologically analyzing company's sales and collection information for collection and sales opportunities, taking into consideration set targets.
- Providing creative alternatives and recommendations to improve sales and collection by analyzing fortnightly government pay and net pay trends for all public sector employees.
- In addition, perform other duties assigned by the Managing Director as and when required.

# 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**

#### **Credit Manager**

27/10/2008 - 05/05/2009

# Papua New Guinea

#### **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 1<sup>st</sup> target collection target set by Management
- ✓ Consistently managed and control company debt level

# FINCORP Papua New Guinea

# **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.
Computer skills	<ul> <li>✓ Proficient user of Microsoft Word, Excel, Power Point, MS Access</li> <li>✓ Have system knowledge in ICBA and Gentrack software</li> </ul>
Negotiation skills	<ul> <li>✓ Have great negotiation skills gained through theoretical and practical experiences.</li> <li>✓ Can negotiate for win/loss and win/win outcomes</li> </ul>
Customer Service skills	✓ Excellent customer service skills gained through years of practical experience
Leadership skills	✓ Have great leaderships skills gained through practical experiences gained in university, church and workplace.

### REFEREES

 ✓ Professor Booi Kam RMIT University Melbourne, Vic Booi.kam@rmit.edu.au

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Manager Compliance

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