

# STEVEN.SERGIUS

MOB: 73965665/73805553/3273271 Email: carolyn.vetali@gmail.com

## OBJECTIVE

- ♦ TO DEVELOP A HIGH LEVEL OF PROFESSIONALISM, EFFICENCY AND CONFIDENT WHEN DEALING WITH CUSTOMERS AND TAKING INTO ACCOUNT THE COMPANY'S EXPECTATIONS.

## PERSONAL INFORMATION

**D.O.B:** 26<sup>th</sup> Jan 1980

**SEX:** Male

**MARITAL STATUS:** Married

**NATIONALITY:** PNG

**HOME PROVINCE:** Oro Province

## EDUCATION QUALIFICATION

Year 2006:	Institute of Banking & Management College (POM)	Quality Customer Service
Year 2000-2001:	Institute of Business Studies (IBS) –POM	Certificate in Accounting
1995-1997:	Della Salle High School (POM)	Achieved Grade 10 Certificate
Year 1987-1992	Almange Community School (Kavieng)	Achieved Grade 8 Certificate

## Professional Experience

### Bemobile Limited

#### **Billing Analyst- International Roaming & Interconnection**

- Compiling and submitting of daily IC reports
- Daily Processing of IC rejected CDRs
- Implementation of POI Tariff
- Implementation of other Destination numbering plans
- Repricing of CDRs



## **Telikom PNG Ltd Bemobile, Year 2006-2009**

### **Billing Analyst- International Roaming**

- Verify accuracy of billing data and revise any errors.
- Contact customers to obtain or relay account information.
- Perform bookkeeping work, including posting data or keeping other records concerning costs of goods or services or the shipment of goods.
- Prepare itemized statements, bills, or invoices and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Type billing documents, shipping labels, credit memorandums, or credit forms, using typewriters or computers.
- Keep records of invoices and support documents.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records to compute fees or charges due.
- Answer mail or telephone inquiries regarding rates, routing, or procedures.
- Compute credit terms, discounts, shipment charges, or rates for goods or services to complete billing documents.
- Update manuals when rates, rules, or regulations are amended.
- Consult sources such as rate books, manuals, or insurance company representatives to determine specific charges.
- Analyze the tap files
- Prepare Roaming Billing system for commercial department launch and operational
- Generation of billing revenue reports
- Maintain constant correspondent with Roaming partners and ensure their usage threshold limits are being data filled in the billing system
- Monitor CDRs in the Tap files
- Make sure all files are rated in the billing system and billed
- Ensure constant and daily transfer of commercial Tap files to and from the Data clearing House(DCH)

## **Bemobile- Pacific Mobile Communications, Year 2002-2005**

### **Sales Representative**

- communicating with customers via phone, email, mail or personally
- Present and sell company products and services to current and potential clients.
- Prepare action plans and schedules to identify specific targets and to project the number of contacts to be made.
- Follow up on new leads and referrals resulting from field activity.
- Identify sales prospects and contact these and other accounts as assigned.
- Prepare presentations, proposals and sales contracts.
- Identify sales prospects and contact these and other accounts as assigned.
- Develop and maintain sales materials and current product knowledge.
- Establish and maintain current client and potential client relationships.
- Prepare paperwork to activate and maintain contract services.
- Manage account services through quality checks and other follow-up.

- ♦ Identify and resolve client concerns.
- ♦ Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals.
- ♦ Communicate new product and service opportunities, special developments, information, or feedback gathered through field activity to appropriate company staff.
- ♦ Coordinate company staff to accomplish the work required to close sales.
- ♦ Develop and implement special sales activities to reduce stock.
- ♦ Other duties as assigned.

## REFEREES

IBS- Institute of Business Studies

Mr.Surthason

P.O Box 1228

Boroko,NCD

PH: 3214566

Pacific Mobile Communication

Ms.Cecilia.Anaroai

P.O Box 1055

Waigani,NCD

Ph: 3259400/401

Bemobile Ltd

Nick.Loi

P.O Box 1055

Waigani,NCD

Ph: 3259400/401