

STEVEN.SERGIUS

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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: 26th 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

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
- 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)

Telikom PNG Ltd Bemobile, Year 2006-2009

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Bemobile- Pacific Mobile Communications, Year 2003-2005

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.

Bemobile- Pacific Mobile Communications, Year 2002-2003

Accounts Receivables

- Posts customer payments by recording cash, checks, and credit card transactions.
- Posts revenues by verifying and entering transactions from lock box and local deposits.
- Updates receivables by totaling unpaid invoices.
- Maintains records by microfilming invoices, debits, and credits.
- Verifies validity of account discrepancies by obtaining and investigating information from sales, trade promotions, customer service departments, and from customers;
- Resolves valid or authorized deductions by entering adjusting entries.
- Resolves invalid or unauthorized deductions by following pending deductions procedures.
- Resolves collections by examining customer payment plans, payment history, credit line; coordinating contact with collections department.
- Summarizes receivables by maintaining invoice accounts; coordinating monthly transfer to accounts receivable account; verifying totals; preparing report.
- Protects organization's value by keeping information confidential.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes accounting and organization mission by completing related results as needed.

REFEREES

IBS- Institute of Business Studies

Mr.Surthason

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