**CURRICULUM VITAE**

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**STEVEN SIMINJI**

**PERSONAL DETAILS**

**Address:** C/-Westpac Bank Mt Hagen

P.O. Box 85, Mt Hagen

Western Highlands Province

**Tel**: 73133285/ 76905772

**Emai**l: personal- siminjis@gmail.com work- ssiminji@westpac.com.au

**Home Province(s)**: Western Highlands **Marital Status:** Married

**Date of Birth**: 16 April, 1988 **Age:** 32

**Gender**: Male **Religion:** PNG Bible Church

**EDUCATION QUALIFICATIONS**

* **2015-2016 PNG University of Technology**

Bachelor of Commerce in Business Management

* **2013 – 2014 PNG University of Technology**

Diploma of Commerce in Business Management

* **2011 UPNG Open Campus – Mt Hagen Study Centre**

Upgrading

* **2009 - 2010 Higher School Certificate Grade12**

Togoba Secondary School. Mt Hagen, WHP

* **2007 – 2008 High School Certificate Grade 10**

Togoba High School. Mt Hagen, WHP

**OTHER QUALIFICATIONS & MEMBERSHIP**

* **Student Member**- PNGHRI Unitech Chapter (2013 to 2016)

Class Three (3) driver’s license

* **Board Member** – Joy Day Care Early Childhood Learning Centre (Current)
* Member – PNG Bible Church
* **Member** - Unitech Western Highlands Students & Staffs Association (2013-2016)
* **Member** - Tambul-Nebilyer Students & Staffs Association (2013-2016)

**WORK EXPERIENCE**

* **ATM Support Officer – Westpac Bank PNG Limited**

**(June 8th 2018 to Present (2 Year 5 Months)**

**Currently employed as an ATM officer implementing and maintain ATM Standard Operating Procedures. And these include but not limited to; Monitor ATM network, identify issues, escalate, ensure timely resolution and monitor results to achieve 100% SLA up time of all ATMs. Maintain sufficient cash levels, order cash, follow ATM replenishment schedule with Security Provider and cash movement in line with security and safety compliance procedures. First line support, Follow ATM site visit schedule to perform status check, restock supplies, collect retained cards, and maintain cleanliness of ATM, neat presentation of site, signage and branding. Perform fault assessment, Service calls, call register and Preventative Maintenance Schedule with vendor in a timely manner. Support reconciliation process of ATM balancing and transaction disputes by providing TIA totals receipts in accordance with operating guidelines with the balancing officer. Daily at 0800 am and 5.00 pm complete ATM status reporting to management team. Perform ATM Standard Operating Procedures in compliance with policies and procedures and weekly Thursday’s complete BUCCA ATM Audit spot checks for all processes and Perform ATM Standard Operating Procedures in compliance with policies and procedures.**

**Additional Responsibilities**

**Branch Champion - (June 8th 2018 to Present (2 Year 5 Months)**

* **Merchants Support**

My main role as Merchant Support includes managing merchants Point of Sale (POS) devices and terminals. SIM Cards, eftpos rolls and all assets for Mt Hagen and their operations supports.Keeping records of Merchant and Terminal IDs**,** Configuration of POS terminals**,** End to end POS functionality testing. I provide technical support to the merchants during business hours and after hours**,** Logging and monitoring progress of Merchant helpdesk issues and most importantly, I steps in as a first point of contact for related issues.

I obtained customer service still and confident discussions has been the important skills learnt.

* **Field Officer – (Innovation Hub) Westpac Bank PNG Limited**

**(August 8th 2017 to June 7th 2018 (10 Months)**

Worked as a field officer. My main job responsibilities include, Collect customer applications, assist them with account opening forms/ processes, verify & scan customer KYC information, remotely open new accounts and scan documents in a timely manner. Ensure accurate recording and tagging of all cards are completed in a timely manner, Support mobile banking registration and product training. Help drive customer utilization of products through marketing and quality customer education, Provide in-store training to customers and in-store merchants together with customer education on the Westpac’s product and services.

**LEADERSHIP ACHIEVEMENTS**

* **Event Co-ordinator – Kerowagi, Simbu Province (August 2017 – June 7th 2018)**

In charge and Coordinated the team and established more than 800 Choice Wantok accounts for customers

* **Member – Amenities, DH & RK Committee (2016)**

I was part of the Unitech Students Representative Council committee that took charge of the Duncanson Hall and Rose Kekendo Lecture Theatres.

* **President -** Unitech Tambul-Nebilyer Students& Staffs Association **(2015 – 2016)**
* **Youth Leader -** West-Taraka PNG Bible Church , Lae, Morobe Province **(2015 – 2016)**
* **Students Councillor (High School & Primary School)** Aika Tribe, Tambul Nebilyer – WHP **(2013 – Present)**

**INTERESTS**

* Taking on new and challenging tasks in life.
* Reading books and doing research to acquire new knowledge & skills.
* Enjoys travelling & adventure.
* Discussing social, political and economic issues affecting people & the nation.
* Providing accounting coaching to young students

**REFEREES**

**Amona Mitina- Branch Manager**

P.O.Box 85

Mt Hagen, WHP

Tel: 542 2007 Mobile: 79653151

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**Elaine Likky – Team Leader Innovation Hub**

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