**MR. WEEKLEY BALARIA**

North Waigani, Port Moresby, NCD. Papua New Guinea

Phone No.: **76458153/ 72692787**/ **78443965** / **73055521**

Email: **ianwbalaria@gmail.com**

**Professional Summary**

I am an individual who is self-motivated and has enjoyed a successful career with financial institutions such as Bank of South Pacific Limited within their 24/7 Customer Service/Call Centre Department for 4 years, Westpac Bank PNG Limited International Service Centre for 2 years & Norman Finance Limited currently as a Recovery Officer. I have dedicated myself to provide great banking & finance outcomes for customers by delivering the best customer service experience while maintaining professionalism, integrity and diligence in my line of duty. I am eager to contribute to your organization with my knowledge & skills as well as to perform to the best of my ability.

**Key Skills**

* Tracks and monitors calls and emails
* Excellent Customer Service Skills
* Possess Very Good Communication Skills
* Excellent Supervisory abilities
* Good Motivational Skills
* Very Good Problem-Solving Skills
* Very Good Negotiation Skills
* Ability to work in fast paced environment
* Very Good Interpersonal Skills
* Computer literate

**Experience**

**Assistant Recovery Officer 10/03/2020 – CURRENT**

**Norman Finance Limited Port Moresby**

* Responsible for calling debtors who were over past due to set up payment plans.
* Monitor Customer repayments fortnightly using Black-Rose Accounting software and update accordingly.
* Attend to incoming calls from debtors to answer questions and make payment arrangements.
* Assist in monitoring past due accounts and contact customers to make collection attempts
* Act as a resource for customers who would come into the office location to discuss credit accounts.
* Assist team in recovering debt from delinquent accounts, issues demand notices, process restructure of repayments and compile legal documents.
* Uploads defaulters past due 60+ days onto Credit Data Bureau

**Team Leader Customer Relations**

**Customer Complaints & Issues Helpdesk 12/01/17 – 11/01/17**

**Bank of South Pacific Limited-Customer Contact Centre Port Moresby**

* Manages and leads the Customer Relations Team which maintains and builds customer relations and monitors customer complaints and issues helpdesk
* Monitors the registering, investigating, analyzing, addressing and tracking of customer calls & emails relating to specifically Customer Complaints, Issues, and Operation incidents until resolved using the Magique and Service Desk Plusapplications.
* Provide support to the banks Compliance and Operational Risk departments in terms of providing reports based on customer complaints to management.
* Provides reports on bi-weekly, monthly& quarterly basis to head of department
* Investigates customer complaints and finds alternative solutions to ensure the complainant that their complaints are being looked into and that the complainant is updated on progress.
* Investigate critical complaints at first hand and provide preliminary reports to Risk/Compliance/Fraud teams for review.
* Provide support to call center operations team leaders and ensure diligence is maintained while efficient service is maintained.
* Attends to critical/sensitive enquiries and provide back-office support to Branches
* Drives team objectives and review staff appraisals.
* Conducts team meetings & short trainings and motivates staff

**Call Centre Agent/CR Officer 09/03/15 – 15/10/19**

**Bank of South Pacific Limited-Customer Contact Centre Port Moresby**

* Attend to customers incoming calls/emails on a daily basis and after hours on shift duties.
* Provide online service, cross sell products and attend to customers queries regarding the bank’s different products and services.
* Document customer details into service desk plus database and share-point for service delivery tracking.
* Assist customers with banking queries, provide guidance and help.
* Provides back-office customer service support to branches throughout.
* Ensure efficient service is provided to exceed customers' expectations.
* Return and transfer customer calls and report services outage or technical issues to support teams
* Maintains due diligence when assisting customers
* Regular use of ICBS, Rubik Manager, Customer Care Interface, Cisco, MB Console, Bizeweb, CBSTeller.

**Funds Transfer Operator 19/03/13 – 06/03/15**

**Westpac Bank PNG Limited, International Service Center Port Moresby**

* Process Telegraphic Transfers inward and outward payments both Internationally and locally using Management Information & Data Accounting System (MIDAS), Integrated Computerized Banking System (ICBS) and SWIFT Alliance.
* Processing payments via KINA Automated Transfer System (KATS).
* Assist with FX Settlement desk to post FX Deals, post FEC’s trade and payments using MIDAS, register and maintain daily TT register.
* Relieve duties, process MoneyGram requests, do daily reconciliations, payments settlements and perform day 2 checks.
* Regular use of ICBS, MIDAS, SWIFT Alliance, KATS, Money-gram application.

**Education**

* **Certificate in Accounting**-Institute of Business Studies, anticipated Graduation date: Dec.2021
* **Grade 12 Certificate**: Manus Secondary School- 2010-2011 (Selected under HECAS)
* **Grade 10 Certificate**: Papitalai Secondary School- 2008-2009

**Additional Certifications**

* **Anti-Money Laundering Training-** Certificate of attendance- **2019**
* Thompson Reuters Accelus Training & Competence Certificate **(Anti-Money Laundering & Terrorist Financing and Operational Risk Management Essentials (Global))- 2019**
* **IBS Team Building Outbound Training-** Certificate of attainment -**2018**
* **Complaints to Compliments-**Certificate of Completion- **2018**
* **Time Management-**Certificate of attendance- **2017**
* **Assertiveness Communication-**Certification of Completion- **2017**
* **Quality Assurance & Management-**Certificate of Completion- **2017**
* **Moments of Truth Customer Service-**Certificate of completion- **2016**
* **Stress Management & Improved Productivity-**Certificate of completion– **2016**
* **Leadership Skills -The Leaders Journey-**Certificate of completion– **2016**
* **Powerful Phone Skills-**Certificate of completion**– 2016**
* **Customer Service** Certificate of attendance -**2015**

**Referees**

**Ms. Koiyogulei Henry –** Human Resource Officer

**Norman Finance Limited**

Email: humanresource@normanfinance.com.pg

Telephone: **326 3285 / 73813624**

**Freda Isemba–** Deputy Branch Manager – BSP Lae Top Town Branch

**Bank of South Pacific Limited**

Email: fisemba@bsp.com.pg

Phone: **473 9860**

Mob: **74129446**

**Ms. Joycelyn Asa –** Team Leader Outbound – Customer Contact Center

**Bank of South Pacific Limited**

Email: Jasa@bsp.com.pg

Phone: **305 7648/ 70301212**

**Ms. Sibona Bala Kema –** Chief Executive Officer

**T & S Petroleum Limited**

Email: sibonakema.sk@gmail.com

Phone: **+61 740381685 or +61 491256969**

**Declaration**

I, **Mr. Weekley Balaria**, hereby declares that the information provided in this CV is true in all its content.

……………………………. ***Date:***……………………..

***Holder’s signature***

(**Mr. Weekley Balaria**)