**Curriculum Vitae**

**Personal Information**

Name: Stewart Waiya Apo Ila

Gender: Male

Age: 40 Years Old

Date of Birth: 15th January 1982

Place of Birth: Angau Memorial Hospital - Lae

Marital Status: Married

Denomination: ELCPNG (Lutheran)

Religion: Christianity

Village: Wagang & Harevavo

District: Lae & Ihu

Home Province: Morobe & Gulf

Nationality: Papua New Guinean

Email: [stewartapo@yahoo.com.au](mailto:stewartapo@yahoo.com.au) or stewartapo.ila@gmail.com

Digicel Mobile: (+675) 7385 4169 / 7112 7102

Residence Address: P.O Box 551, Mt.Hagen, Western Highlands Province, Papua New Guinea

**Education History**

Institution  **UPNG Mt.Hagen Open Campus (WHP)**

Year Attended 2022 - Current

Duration Still Undergoing Studies

Award Bachelor Degree in Commerce (Accounting)

Institution **City College of Technology (NCDC)**

Year Attended 2003-2004

Duration Two (2) Years

Award Diploma in Accounting Science

Institution **PIMS Lae (MOROBE)**

Year Attended 2002

Duration Six (6) Months

Award Adult Matriculation Certificate (AMC)

Institution **Fr.Peter Secondary- Fatima (JIWAKA)**

Year Attended 2000-2001

Duration Two (2) Years

Award Grade 12 Higher School Certificate

Institution **Kitip Lutheran High School (WHP)**

Year Attended 1998-1999

Duration Two (2) Years

Award Grade 10 High School Certificate

Institution **Kagamuga Primary School (WHP)**

Year Attended 1990-1997

Duration Eight (8) Years

Awards Grade 8 Basic School Certificate

Grade 6 School Certificate

**Work Experience**

(A) POSITION **Regional** **Commercial Manager**

COMPANY Digicel (PNG) Limited / Telstra International Limited

LOCATION SHP, Hela & Enga Provinces

DURATION 05 / 10 / 2017 – 20 / 10 / 2023 (Over 6 Years on Fixed Term Contract))

Duties

* Monitoring Daily Sales Transactions and Business Events are executed precisely in order to avoid Price Gauging, and Fraudulent by Commercial Executives across the Regions.
* Check and Make Sure Weekly Banking for Sales Revenue is compulsory by all Sales Teams for Security reasons.
* Create Monthly Operational Budget (Opex) to cater for Sales, Marketing and Retail Operations in line with Month to Date (MTD) Targets.
* Develop and Implement thorough Strategic Route Plans for Monthly Commercial Activities.
* Traveling Out on Weekly Roadshow Trips or Visits within Upper Highlands Provinces by focusing on Increasing and creating more Footprints and Channels across the Regions.
* Ensure Commercial Executives are well equipped with work resources in placed like CUG Phones, Running Conditioned Vehicles, Weekly Accommodation & Food Allowance Funds Availability, Physical Stock Issues & Stock On Hand (SOH) Information including Systems Application for reporting purposes such as Emails, Bip, WhatsApp, Messenger and GNet Trackers are up and running to do their tasks without any inconveniences.
* Maintain Consolidated Customer Base expectations by ensuring quality Products and Services are provided or delivered on timely fashion, with main focus on establishing good community and public partnership relations across the Regions.
* Lead, Organize, and Manage the Team to improve and set Customer Satisfaction Standards.
* Provide Effective Sales and Distribution Channels across the Regions.
* Implement Cultural Strategies to improve Staff Performance by providing continuous Training and Career Development.
* Make sure Month To Date (MTD) Sales Targets, Goal Settings and Key Performance Indicators (KPIs) are well executed during the operations in order to bring excellent Return On Investments (ROI).
* Provide up to date Weekly Reports on Sales, Marketing, Retail, Technical, Finance, Fleets, Security and KPIs Report directly to Regional General Manager (RGM) and Senior Management Teams (SMT).
* Authorized Staff Annual Leave, Approved Over Times, Counselling, Terminations and Recruitments.
* Run Weekly Staff Meetings to address Business Agendas etc

(B) POSITION **Acting Branch Manager / Finance & Administration Manager**

COMPANY National Finance Limited

LOCATION AROB & Morobe Provinces

DURATION 30 / 06 / 2014 - 25 / 11 / 2016 (2 Years)

Duties

* Prepare Staff Payroll and Timesheets.
* Conduct Staff Training & Development.
* Attend to Customers Loan Managed Queries & Resolve with alternate recommendations & solutions.
* Implement consolidate Sales & Marketing Structure about our Lending Products & Services across large Business Entities and Government Departments in order to build potential customer base for expansion and growth.
* Do Sales Runs & Calls to reputable old & new Business Organizations and Government Departments.
* Ensure to meet the organization’s Sales Target and Increase Customers base.
* Work on Client Salary Loans by doing CDB Search and Approving Funds for Processing and Disbursement.
* Do Eftpos settlements, and ensure daily banking of cheques & cash are done on time.
* Prepare Weekly Loan Summary plus Sales and Collections Reports.
* Raised Cheque Payments for Office Expenses such as Officer Supplies, Rentals, Stationeries, and Refinancing of Loans from other Financial Institutions.
* Do online BSP/Westpac banking transfers of funds directly into clients’ account after loans have been approved for processing.
* Prepare Bank Reconciliation & Petty Cash Reports.
* Prepare and send fortnightly deduction lists to payrolls via email or hand deliver to respective business entities and governments organizations for Pay Period Ending.
* Organize and follow up on default loan clients and do recoveries by instructing the legal and recoveries team to prepare court proceedings.
* Monitor and Ensure data entry of all loan repayments are updated including new loans given out.

(C) POSITION **Branch Manager**

COMPANY Travel Air Limited – Mangi Lo Peles

LOCATION Madang, East Sepik & Weat Sepik Provinces

DURATION 26 / 09 / 2011 - 26 / 03 / 2014 (3 Years)

Duties

* Ensure the organisation meet its Daily, Weekly, Monthly & Yearly Sales Targets.
* Managed all company's assets are safe guarded & protected.
* Monitor & Review Staff Performance Reports (KPI)
* Prepare Monthly Revenue Reports for Ticket Sales, Charters, and Cargo plus Excess Baggage.
* Organise & arrange all Charter Flights.
* Do Staff Recruitment and Terminations.
* Create Staff Work Schedules & Tasks Allocation.
* Prepare the Branch's Staff Time Sheets & Submit to HR for Pay Period Ending.
* Authorized Staff Annual & Sick Leave Entitlements for HR Recommendation.
* Plan & Implement Sales & Marketing Strategies for the Organisation.
* Do Reservations and Approved for Staff Travel & Accommodations.
* Managed & check Daily office Sales & Flight operations of Mangi Lo Peles.
* Do Daily Banking on all Sales Revenue.
* Reconcile & Counter sign on all staff daily Sales Revenue (Charters, Tickets and Baggage).
* Do Quantitative Random Systems & Manual Audit Reports.
* Approve & verify all cheques payments including bankcard transactions, & reconciliations on eftpos.
* Process airline tickets at the counter, do reservations or bookings & quotes via emails or phone conversations.
* Conduct Staff Training and Development.
* Attend to customer’s escalated queries regarding bookings or reservations, delay, cancellation, no show or disrupted flight issues, flight status & schedules, fare updates, and promotions.
* Liaise with other departments, stakeholders, and corporate organisations regarding our services.
* Report directly to the General Manager (Marketing & Ground Operations) and CEO

(D) Position **Officer in Charge / Branch Manager**

Company Nationwide Micro Bank Limited (MiBank Limited)

Location New Ireland Province

Duration 18 / 02 / 2010 - 18 / 08 / 2011 (1 Year+6 Months on Fixed Term Contract)

Duties

* Ensure corporate banking are done soundly in line with effective security measures.
* Prepare precise and timely bank tellers’ cash balancing reports and investigate on cash shortages and surplus to take appropriate actions immediately.
* Balance all ledger accounts and transactions on a daily basis.
* File and keep all financial documents safely.
* Adjust and modify tellers’ irregular posting errors or mistakes.
* Monitor maturity of time deposits and other investments.
* Post and update fortnightly salaries and wages lists of bank’s corporate clients.
* Review and approve bank cheque deposits from individuals, corporate, and other stakeholders in line with cheque clearance requirements and procedures.
* Review expenditures to ensure compliance with budgets.
* Monitor cash movements by ensuring timely and accurate reconciliation against cash position reports. (Cash in Vault)
* Liaise with rural communities, landowners, and other entities to promote microfinance projects in line with the Government’s Mid-Term National Strategic Plan and Vision 2050 Objectives.
* Manage Landowners Royalties Payment.
* Generate monthly Financial Reports such as Petty Cash Statement, Bank Reconciliation Statement, Income Statement, Balance Sheet Statement, plus other vital documents as required by the Management.
* Review and Approve Loans.
* Report directly to the Chief Operating Officer & Chief Executive Office.

(E) POSITION **Food & Beverages Manager (2007-2009)**

**Food & Beverages Senior Costs Controller (2005-2007)**

COMPANY Holiday Inn Port Moresby / Crown Plaza Hotel **(Inter-Continental Hotel Groups)**

LOCATION Port Moresby

DURATION 08/01/2005 - 30/12/2009 (4 Years)

Duties

* Check on all Retail Outlets to ensure Food & Beverages are ordered and available according to Stocks Par Level in order to meet demand of customers on a Daily, Weekly and Monthly Basis.
* Conduct Sales & Marketing Promotions and Awareness on Hotel’s current Food & Beverages menus, Entertainments and other vital Hotel’s Products and Services
* Do Daily and End of Month Stock Takes across all Bar, Kitchen, Outlets and Clubs.
* Arrange Staff training on Health and Safety, Hygiene Awareness, Cash Control Procedures, Sales etc
* Food & Beverages Costings, Product Pricing and Discounts.
* Conduct Food & Beverages Revenue Audit on all Sales Revenue systematically and physically across Clubs, Bars, Outlets, and Banquet Venues etc.
* Set Up New Products and Pricing on Pronto Menu
* Provide Key Performance Indicators (KPIs) Report on Staff Performance to Senior Management Teams for review perspective.
* Attend to escalated customers queries in order to ensure it is resolved immediately via phone conversation, face to face personally, and email.
* Make sure Food and Beverages are in good quality for consumption purposes by continuously maintaining customers demand and expectations.
* Report any Staff Incidents or Injuries immediately to the Management.
* Investigate on Stock and Cash variances across all Retail Outlets and take disciplinary actions for any inconveniences occurred.
* Design continuous Training and Development Programs for New Hotel and Existing Staff in order to maintain good Products and Services Knowledge that can equipped them well to assist customers.
* Responsible of Recruitment, Promotions and Terminations of Hotel Staff.
* Provide mechanism in place to make sure we achieved our Targets on time by maintaining proper cost management measures. Main focus on good Return on Investments (ROI) for costs incurred.

**Additional Skills and Knowledge**

Computer

* Extensive working knowledge in using Microsoft Applications such as MS Word, Excel, Power Point including other applicable programs.
* Familiar with Email, Internet, and Web Service.
* Proficient in Accounting Applications such as Pronto, Peachtree, POS Retail (MMS) etc.
* Excellent typing skills.

**Communication**

* Excellent written and Oral Communication skills.
* Fluent in English and Native Language Pidgin

**Others**

* Good Interpersonal, Numeracy and Organisational skills.
* General knowledge in Driving Vehicles (Class 3)

**Abilities**

* Ability to initiate and complete tasks, think analytically, and function in a group setting professionally, diplomatically, and tactfully.
* Strong performer, both individually and as a willing, capable, and enthusiastic team player.

**Awards**

* Academic Excellence Award in Accounting Science (Dux) by Graduate School of Management & Institute of Chartered Management Accountants ICMA PNG, ICMA Australia, ICMA UK, and ICMA USA in 2004 Presented by Professor John Oliga & Dr Mujiga Saira in 2004.

**Workshop**

* Dangerous Goods (DG) Training at Travel Air – Mangi Lo Peles in 2011
* Aviation Management Training at Travel Air – Mangi Lo Peles in 2012
* Business Management Fundamentals at Digicel PNG Limited in 2018
* Transformational Leadership Training by People Connexion in 2022

**Achievements**

* Lead Digicel Products and Commercial Teams to Participate & Implement the Outsource Projects such as Airlines PNG Customer Care Call Centre, Electronic Business such as BSP Mobile Banking, Post PNG Mobile SMK, Nasfund & NCSL Members Balance Check, PNG Power Easy Pay Service, Cellmoni and Nationwide Microbank MiCash Mobile Wallet/Account.
* Managed Lihir Land Owners Royalties Payment in liaison with LMALA and Lihir Gold Limited (LGL) as agreed by MiBank Management

**Referees**

1. George Teldimo

Senior Human Resource Officer - Highlands Region

Digicel (PNG) Limited / Telstra International Limited

P.O Box 1618

Port.Moresby

National Capital District

Email: George.Teldimo@digicelpacific.com

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2. John Tombele

**Senior HR Officer**

National Finance Limited

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Lae

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3. Dale Saluap

**Human Resource Manager**

Mangi Lo Peles – Travel Air

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