

Curriculum Vitae

Lisa Malwosi

Tel : 5923869/7317481, PO Box 412, Email: lisamalwosi@gmail.com

DOB : 08.07.1992, Island : Malekula, Religion : Presbytérien Church, Nationalité : Vanuatu

PERSONAL PROFILE

A highly competent and motivated cash handling and customer service experience. Well organised professional with in-depth understanding general accounting, finance concepts and well-organized and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues.

Proven ability to manage all aspects of account operations as; Accounts Payable, Accounts receivable, monthly audit, reconciliations and many others.

Currently looking for a challenging position with a successful and ambitious organization that offers opportunities for career development and advancement.

EMPLOYMENT HISTORY

Vanuatu Post Limited

Accounts Officer-(Payables & Receivables) January 2019-February 2021

Payable- Duties

- Keeping track of all payments and expenditures, including payroll, purchase orders, invoices, statements, etc.
- Processing international and Domestic payments from VPL Bank Account to suppliers Account (Telegraphic transfer, Cheques deposit in Account
- Arranged travel accommodations and processed all travel and expense reports
- Reconciling processed work by verifying entries and comparing system reports to balances
- Maintaining historical records
- Paying employees by verifying expense reports and preparing pay checks
- Preparing analyses of accounts and producing monthly reports
- Monitor all accounts for non-payments and follow up on timely basis
- Managing Vanuatu Post Ltd Petty Cash
- End of month cash count audit for retail counters till.
- Replenishment of western union daily fund's movement
- I also assist in providing financial data's required to Fraud Intelligent Unit (FIU) office

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Receivables-Duties

- Maintain up-to-date billing system
- Generate and send out invoices
- Follow up on, collect and allocate payments
- Carry out billing, collection and reporting activities according to specific deadlines
- Perform account reconciliations
- Monitor customer account details for non-payments and delayed of payments
- Research and resolve payment discrepancies
- Generate age analysis
- Review Accounts Receivables aging to ensure compliance
- Maintain accounts receivable customer files and records
- Follow established procedures for processing receipts, cash etc
- Process credit card payments and Prepare bank deposits & doing banking
- Investigate and resolve customer queries
- Process adjustments and Doing filing
- Develop a recovery system and initiate collection efforts
- Communicate with customers via phone, email, mail or personally
- Collect data and prepare monthly reports

Customer Service Officer

August 2012- December 2018

Duties:

- Handles incoming calls or inquiries from prospective customers or clients
- Assists customers effectively by solving customer disputes
- Provides customer additional information or explains services
- Discusses products offered and ensures customer satisfaction
- Completes supporting paperwork and data entry as required
- Accurately captures customer information
- Creates and maintains service reports and Making appointment for managers.
- Doing Banking and Doing Filing.
- Carry out Western Union (WU) and Kwik cash (KC) rural agent's send and receive transaction when required.
- Balance Western Union & Kwik Cash daily transaction with transaction logs when required.
- Verified rural agent outlet transaction to process additional cash.

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- Attend to customer queries on the phone where possible-receive or transfers calls service.
- Monitoring our rural agents with their cash on hand.
- Receiving Customer Items at the front counter and enter the items to IPS.post data base.

Warwick Le Lagon Resort and SPA

Front Office Reception

13th March 2012- 20th August 2012

Responsibilities:

- Answering phone calls and Receiving clients.
- Making rooms available for Guest (tourist) who comes to enjoy their holidays at the Lagon and making order for goods from different company.

Vanuatu National Training Council

Student Trainee

3rd November 2011- 28th November 2011

Tasks and Experience:

- Receiving clients and answering phone calls.
- Preparing bank reconciliation and Doing banking.
- Lastly, Making staff salary and carried out other administrative duties.

Vanuatu Customs and Inland Revenue

Student Trainee

22th November 2010- 4th February 2011

The duties and responsibilities that have carried out are:

- Attending phone calls and Receiving clients.
- Responding to correspondences and Delivering notices and Cheques.
- Entering payment and balancing collections (cash and Cheques) at the end of the day.
- Reconciling and preparing revenue collection for banking the following day.
- Also, assisted administration in entering and updating correspondence in the databases.
- Making appointment for the managers, Filing and arranging social gathering.

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EDUCATION BACKGROUND

2021- CURRENTLY ENROL FOR DIPLOMA IN BUSINESS ADMINISTRATION AT PACIFIC TAFE USP, EMALUS CAMPUS. (Majoring in Business Administration)

23rd April-8th May 2018- BASIC EXCEL (Edwards Institute of Technology)

-2014 -2015 CAMBRIDGE INTERNATIONAL COLLEGE, HERON HOUSE, ST PETER, JERSEY JE3 7BY, BRITAIN. (International Diploma in Business Management and Administration)

**- 2010-2011 VANUATU INSTITUTE OF TECHNOLOGY
(Higher Vocational Certificate 1 in Business Studies (Accounting))**

**-2009 RENSARIE COLLEGE (year 11)
(Senior Secondary School) Certificate been destroyed by Cyclone Pam**

**-2005-2008 LAKATORO JUNIOR SECONDARY SCHOOL
(Junior Secondary Certificate) Certificate been destroyed by Cyclone Pam**

**-1999-2004 URIPIV PRIMARY SCHOOL
(Primary Certificate) Certificate been destroyed by Cyclone Pam**

QUALIFICATION GAINED

**7th May 2021- Certificate IV in Business Administration.
PACIFIC TAFE- USP, EMALUS CAMPUS**

**23th August 2019- Terminal Dues Workshop Certificate.
ASIA PACIFIC POSTAL COLLEGE, BANGKOK, THAILAND**

**30th August 2019 – International Mail Accounting Course Certificate.
ASIA PACIFIC POSTAL COLLEGE, BANGKOK, THAILAND**

**21st July 2018- AML/CTF Compliance Training Certificate
VANUATU POST LIMITED**

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4th May 2018- Basic Excel Certificate
EDWARDS INSTITUTE OF TECHNOLOGY

2015 - International Diploma in Business Management and Administration
CAMBRIDGE INTERNATIONAL COLLEGE, HERON HOUSE, ST PETER, JERSEY BRITAIN

2011- Higher Vocational Certificate 1 in Business Studies (Accounting)
VANUATU INSTITUTE OF TECHNOLOGY

SKILLS AND COMPETENCIES

- MYOB reconciliation
- Ability to process international and domestic payments
- Ability to use excel, word, MYOB Retail Manager, and Outlook
- Ability to work independently
- The ability to communicate articulately and efficiently with other people internal and external
- Customer Service skills
- Ability to maintain confidentially
- Spreadsheet and journal entries
- Ability to solve any issue or problem raise by customer
- Data entries
- Time management
 - ✓ Ability to response to customer on time regarding any discrepancies
 - ✓ Ability to prepare payment voucher on time before the date processing EFT payments
 - ✓ Ability to raise invoices on time

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References

- Julie Ann Sala Sumbetovi
Manager Corporate Services
Vanuatu Post Limited
P.O.Box 43
Port Vila, Tel: 24001/35200
- Andrew Liunamel
Manager Mail Operations
Vanuatu Post Limited
PO Box 43
Tel: 35200/24001
- Ms. Enneth Damassing
Office Manager
Vanuatu National Training Council
P. O. Box 153
Port Vila, Tel: 22134
- Ms. Cindy Emile
Accounting Teacher
Vanuatu Institute of Technology
PMB 9015
Port Vila, Tel: 22294
- Mr. Collins Gesa
VAT Manager
Vanuatu Customer and Inland Revenue
PMB 9012,
Port Vila, Tel: 33010