

## Ngolina Tavoia

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Beverly Hills

Port Vila, Vanuatu

### PERSONAL PROFILE

I am a banking professional with 8 years of experience. Currently, I am formally doing my last year majoring in Economics and International business marketing. My career purpose is to broaden my knowledge, experiences, and skills of economics and marketing. I also believe my strongest assets are my strong interpersonal skills which are self-discipline, reliability, trustworthiness, and respect for others, adaptability, perseverance, and the desire to learn from experience personal to develop the highest standard possible.

### EDUCATION BACKGROUND

#### University of the South Pacific

- **2020- present** | *continuing undergrad program: Bachelor of Commerce in Economics and International Business Marketing.*
- **2010-2011: Foundation Program in Social Science**
- **2008-2009: Preliminary Program in Social Science**

#### Matevulu College

- **2006-2007: Year 12 leaving certificate**

#### Malapoa College

- **2004-2006: Year 10 Leaving certificate**

### EMPLOYMENT WORK EXPERIENCE

#### BRITISH HIGH COMMISSION, VANUATU

Office Manager: 2021

- Responsible to update the financed team in manila regarding the budget in Vanuatu

- Work as IT support officer to support IT team in UK report any IT issues and problems colleagues are facing and also assist colleagues at post in IT matters
- Build a working relationship with stakeholders and customers to ensure there is high quality standard is provided.
- Take the lead on the maintenance at the British high commission
- Work with the residence manager to ensure that the residence of the British high commission is being maintained accordingly.
- Ensure that office supplies are available at all times.
- Ensure that suppliers are paid before the due dates.
- Update the office inventories
- Overseeing the office budget and ensure that spending is within the monthly forecast.
- Balance and reconcile NPA file and send to manila.

#### **VANUATU STUDENT ASSOCIATION- LAUCALA CAMPUS, SUVA, FIJI**

Treasurer: 2020

- Responsible to maintain proper bookkeeping that gives a true and fair financial status of Vanuatu students association
- Chairperson of the fundraising committee
- Responsible to prepare and present monthly reports at the executive meetings
- Disburse students' allowances that are received by cash.

#### **ORGANISATION- THE SOUTH PACIFIC BUSINESS DEVELOPMENT, PORT VILA**

THE YEAR 2018-2020: 1 YEAR 6 MONTHS

CENTRE MANAGER

- Responsible to manage a center meeting, collect loan repayments, process new loan applications, and balance cash collection at the center meeting.
- Responsible for assessing loan applications and ensuring that the applicants meet the requirements
- Collect arrears weekly and follow-up on incomplete loan repayments.
- Monitor client's business regularly
- Create new centers and trained new clients to be part of the microfinance loan scheme.
- Responsible for providing business literacy to clients weekly at the center meetings
- Trained new entrants

## **ORGANISATION: BRED BANK VANUATU**

THE YEAR 2012-2018: 6 YEARS

BANK TELLER: 2012-2015

- Process withdrawals and deposits
- Process transfers of cash transactions
- Process foreign exchange currencies
- Write cash transactions reports for exceptional customers
- Verify daily transactions to ensure that the correct account and correct amount have been posted.
- Manage a till daily and transfer cash to vault when over limit
- Serve premium customers daily.
- Balance cash transactions daily

New accounts opening officer: 2015-2018

- Opening and closure of bank accounts of individuals citizens, companies, or expatriates.
- Responsible to write daily reports before the opening of expatriate's bank accounts as well as companies
- Verify daily opening of bank accounts
- Filing of daily accounts.
- KEY EMPLOYABILITY SKILLS

### **Computer Skills**

- Proficient in MS word, excel outlook, and PowerPoint
- Computer literate

### **Communication Skills**

- Good written and verbal skills – have presented verbally in work presentations and prepare well-written research projects
- Good listener and willing to work with new ideas, concepts, and individuals to develop a good and high standard result.

### **Analytical Skills**

- Have to study some economic trends and crises in my economics courses and carry out research to analyze economic issues

### **Time management Skills/ multitasking**

- I possess effective time management and very punctual at all times. I also possess multitasking skills and the ability to complete a job promptly. I am always ready to do a job at any given time. I have also possessed multitasking skills and the ability to complete a job at a record time.

### **Customer service Skills**

- I possess excellent customer service skills and treats customers as important assets of an organization.

### **REFEREE**

- Paul Lawrence – Deputy High Commissioner  
British High Commission  
Port Vila
- Glen Bule – PRESIDENT  
Vanuatu Student Association, Laucala , SUVA
- Asela Pooi – General Manager, SPBD, Vanuatu

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