**Satdeo**

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**Objective**

Currently seeking an exciting Collections Officer role with Inland Revenue Department that will utilise my experience in customer service, motivational leadership and business development. My recent experience in project coordination and relationship management with European Union has expanded the range of skills I would bring to your business.

**Summary of Key Skills**

**Interpersonal, communications and relationship management:** Effective and warm communicator with the ability to clearly understand and impart information. Also ability to liaise closely with relevant stakeholders to build interactions to reinforce business relationships for the benefit of all.

**Customer Service Skills**: Ten years customer service experience in face to face customer service and three years in inbound and outbound calling. Able to successfully identify customer needs, and strive to exceed their expectations.

**Conflict Management:** Outstanding ability in managing conflicts amongst the internal working group and also with the clients. Ability to find common ground and get cooperation with and strike agreements and settle disputes equitably

**Teamwork:** More than five years of team leadership experience in government run project which required effective communication with different personalities. Effective motivation of team members, collaboration and successful mediation when necessary. The work demanded a close cooperation of all clients both internal and external to achieve its objectives.

**Computer literacy:** Experienced in basic programmes such as Word, Excel, Outlook and PowerPoint. Utilised computer based systems to report on project progress, training materials, official written communications, data processing, presentations and planning. Able to design and edit Excel spreadsheets to analyse data & present the conclusions in a clear concise way. Quick to learn ‘in- house’ software

**Personal Attributes**

* Adaptable and flexible with a ‘can do’ attitude
* Willingness to learn and able to pass that knowledge to others
* Calm, creative and problem solver
* Independent, Able to work individually without being constantly supervised.
* Have good presentation skills combining sound analytical research and clear verbal explanation.
* Seek out new responsibilities irrespective of reward and recognition

**Experience**

**Programme Coordinator** October 2012 - April 2015

Fairtrade Coordination Unit

**Responsibilities**

* Managed administration tasks for Committee meetings, including compiling agendas, recording minutes and drafting correspondence based on meeting outcomes
* Designed, Programme and conducted technical trainings for clients
* Documents and file for all trainings provided and maintained an up-to-date database of grant recipients, and reporting information
* Updated website content using custom-built content management system

**Key Achievements**

* Reversed the drop in total productivity trend with a positive growth of 15%
* Exceeded targets of farmer training for each sector by 20%

**Senior Agricultural Officer** November 2003 - October 2012

Ministry of Primary Industries

**Responsibilities**

* Provided quantum and eligibility advice to farmers seeking government assistance on lease renewal mitigation under government’s 'Farming Assistance Scheme'
* Received and processed applications from farmers from the region and sent them to head office for further processing and returning approved for providing assistance to the clients
* Customer service (Agricultural and horticultural advice to farmers)
* Farmer and staff trainings under farm business management program

Key Achievements

* Exceeded the targets of receiving applications, processing and providing assistance to farmers by 5% for every quarter
* This assistance reflected well on the agricultural productivity which increased by 12% over the targets

**Biosecurity Officer** February 2003 - November 2003

Ministry of Primary Industries

**Responsibilities**

* A temporary position to assist the Biosecurity Officers with the inspection process at the baggage hall of the airport for biosecurity matters.

**Agricultural Extension Officer** February 1979 - January 2003

Ministry of Primary Industries

**Education and Training**

**New Kiwi Career Success Programme 2015**

The Auckland Chamber of Commerce

**Workplace First Aid**

St Jones **2015**

**MBA** **2013**

University of the South Pacific

**Post graduate Certificate in HRM** **2011**

University of the South Pacific

**Bachelor in Agriculture** **2003**

University of the South Pacific

**Technical Training in Agriculture** **1992**

Tsukuba Training Centre

**Diploma in Tropical Agriculture** **1978**

University of the South Pacific

**Personal Interest**

Listening, Singing and playing musical Instruments

**Community Involvement**

* School Manager- Arya Samaj Primary School
* Vice president of Arya Pratinidhi Sabha (A religious Organisation)

**Verbal Referees**

Available on request