

## SAKIUSA NAKALEVU

### PROFESSIONAL SUMMARY

Personable IT consultant with 7+ years of IT experience in a fast paced Banking and Insurance Industry & 5+ years of sales experience.

### SKILLS

Excellent oral and written communication skills  
Excellent analytical and problem solving skills  
Extensive organizing, planning and time management skills  
Excellent negotiation skills  
Ability to work under pressure and meet deadlines  
Great team player and approachable personality  
Proficient in Microsoft office suite  
Fluent in the English & ITaukei (Fijian) language

### WORK HISTORY

#### SALES ACCOUNT EXECUTIVE

Datec (Fiji) PTE Limited, September 2020 – February 2022

Responsible for growing the company's customer base and generating increased revenue streams. Meet with customers to identify the products they needed and recommend the right solutions to meet their needs.

- Identifying and making contact by arranging meetings with new prospective clients
- Developing sustainable relationships with new clients and maintaining existing clients
- Promoting Datec as a leader in technology services in the south pacific by highlighting the benefits of the company's products and services
- Advertise the professional IT training provided by Datec
- After sale support and meetings with clients
- Coming up with new strategies to increase sales revenue whilst also managing sales expenses
- Gathering marketplace intelligence on pricing and new technologies.

#### IT SALES EXECUTIVE

GEM IT Solutions, June 2019 – May 2020

Responsible for generating increased revenue streams by tailoring company strategies, products and solutions to meet the needs of the customer.

- Identifying and making contact by arranging meetings with new prospective clients
- Developing sustainable relationships with existing clients
- Demonstration and training in the use of products and services sold by GEM
- Management of after sale support to clients
- Coming up with new strategies to increase sales revenue whilst also managing sales expenses

**SALES CONSULTANT**

Wyndham Vacation Resorts, July 2016 – January 2018

- Presentation of the Wyndham vacation ownership product to pre-qualified potential new owners and guests
- Generated exceptional sales through initializing transactions using proper closing techniques
- Provided follow up with each new owner to ensure ultimate customer satisfaction

**BUSINESS ANALYST**

Bank South Pacific Ltd, February 2016 – June 2016

- Provided ongoing operational support and maintenance of all BSP IT systems
- Investigate core applications system issues raised, liaising with appropriate parties both internal and external for successful resolution of issues
- Investigate and drive business change requests, submission of proposals and documentation of appropriate specifications
- Planning, coordinating and performing quality assurance testing, user acceptance testing and regression tests documenting test results and retesting as necessary

**IT SYSTEMS OPERATOR**

Bank South Pacific Ltd, June 2009 – January 2016

- Responsible for the daily start-up and nightly shutdown of BSP's core banking system
- Running and monitoring of the end of day batch jobs along with daily system back-ups
- Maintenance and monitoring of the various bank servers – disaster recovery and ATM and cards system servers
- Responsible for user requests - printing of statements, extraction of reports requested by staff and management for internal reporting and decision making

**CUSTOMER ACCOUNTS OFFICER**

BSP Life Fiji Ltd, October 2006 – May 2009

- Management of client insurance policies regarding policy lapses and changes to their policies
- Posting of all premiums received to their correct accounts
- Attending to client queries and requests regarding health and life insurance policies

**MANAGEMENT TRAINEE**

Nestle Fiji Ltd, August 2004 – June 2005

- Delivered superior customer service by focusing on exceeding customer expectations. Required effective communication, negotiation, and interaction with customers, vendors, and colleagues
- Participated in marketing efforts to customers and local businesses, including developing new business and maintaining current relationships, in person and by phone. Interacted daily with local businesses during pick up and drop off services

## TECHNICAL/CUSTOMER SERVICE OFFICER

Fiji Sports Council, July 2001 – July 2004

- Setup and maintenance of the Council's local area network (LAN).
- Creation of the Sports development unit athletes database for the 2003 South Pacific Games
- Conducting fitness tests for Fiji's national sports teams, compiling and analyzing test results and drawing up training programs to improve athletes fitness levels
- Attending to client requests and queries

---

## EDUCATION

### Diploma of Information Technology (Higher Education)

Coder Academy

February 2022 – To-date

### Certificate 1 – CCNA Networking Fundamentals

University of the South Pacific

July 2012

### Higher Diploma in Software Engineering & Diploma in Systems Management

APTECH Computer Education

2000-2002

### Fiji School Leaving Certificate (FSLC) & Fiji Junior Certificate (FJC)

Dudley Secondary School

1996-1999

---

## REFERENCES

### AMIT KUMAR

Manager IT Business Solutions

GEM Fiji Ltd

Ph: 7088120

E: [amit.kumar@gem.com.fj](mailto:amit.kumar@gem.com.fj)

### RICHARD KENI

Manager IT Change, Procurement & Quality Assurance, IT Operations

Bank South Pacific Fiji Limited

Ph: 3214365/7024858

E: [rkeni@bsp.com.fj](mailto:rkeni@bsp.com.fj)

### MANASA VUKURUIVALU

Systems Administrator

Pacific Islands Forum Secretariat

Ph: 3312600/9405910

E: [manasav@forumsec.org](mailto:manasav@forumsec.org)