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| C:\Users\IB\Desktop\IMG-e3f5a2e0b8c689f3289ea94cdb39fa63-V.jpg  **CURRICULUM VITAE**  **SUSANA DILESIA** |
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**Career Objective: Contribute my skills and knowledge, and secure in a high growth organization with considerable advancement opportunities.**

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| **Personal Information** | | |
|  | * Marital status: Married * Nationality: FIJI ISLANDER * Age: 27 * Place of Birth: LAGI Health Center,Dogotuki,Macuata * E-mail address – Susana.Dilesia@anz.com * MOBILE: 8476947/8811499 ext 14069 * Postal Address: C/-ANZ LABASA | |
| **Summary of qualifications** | | |
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|  | **2008** Labasa College Labasa, Fiji Islands  FIJI SEVENTH FORM EXAMINATION | |
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| **TERTIARY Education** | | |
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|  | | **2010 - 2013** The University of the South Pacific, Laucala and Labasa Campus  Undergraduate Degree Bachelor in Commerce, majoring Economics ,Management and Public Administration (16 units completed) |
| **Hobbies** | | |
|  | Travelling,Learning new life Skills, Meeting People, Reading | |

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| **Certificates of Participation** | |
| * Fire Safety @ Work * Member of ANZ Fiji Staff Foundation   **WORK EXPERIENCE**  **Williams Investment Ltd - June 2011 for months**  **Responsibilities:**   * General secretarial duties: * Typing of memos, letters, emails * Meet & Greet for clients; * Faxing, mailing of correspondence, emailing and general filing.   **ANZ Bank-Labasa Branch: From May 2013 to date**  **Job Description: Bank Teller**  **Responsibilities:**  **Accountable for meeting customers financial transaction needs and to provide exceptional customer service as well as contribute to branch performance by identifying unmet customer needs and referring customers to sales team**  **Financial**   * Actively spot and refer sales opportunities   **Customer**   * Delivery of minimum customer service expectations ( as observed by manager).Recognized for delivering exceptional customer service and receiving customer compliments * Productivity is sound and contributes effectively to timely service of customers, is well organized. * Strong customer feedback and minimal customer complaints   **Process**   * Improved transaction productivity. Well organized and keeps essential forms and items on hand * Accuracy of transactions processed. No to minimal teller’s differences. * Actively participates in sales management by completing weekly activity plan with referral numbers   **People**   * Up to date on all training requirements  ILLS **Computer Skills**  Have very good general knowledge of Microsoft Word, Microsoft Excel, Power Point, Electronic Mail, Internet  **Other Skills**   * Communication and Negotiation skills * Numerical and Problem solving * Fast learner * Team Oriented * Accountable * Achiever * Innovation * Detail Oriented * Honest * Self Sufficient and assured * Flexible and well organized * Disciplined and Excellence   **PROFESSIONAL PROFILE**   * Good interpersonal skills. Ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity. * Result oriented and ability to deliver under time constraint. * Good communication, negotiation, time management skills. Ability to write in a clear and concise manner and communicate effectively. * Commitment to continuous learning. Initiative and willingness to learn new skills.  OTHER **REFEREes** | |
|  | * Carol Dass, ANZ Labasa Branch, Assistant Manager and Tellers Supervisor   Email:Carol.Dass@anz.com  Ph:8811499/9918919   * Semi Drecala,USP Labasa Campus and Laucala Campus, Student Academic officer   Email:drecala\_s@usp.ac.fj  Ph:8817707   * Benjamin Lee, ANZ Labasa Branch, Personal Banker   Email:Benjamin.Lee@anz.com  Ph:8811499 ext 14064/9801757 |
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