



Lilreshma Lata

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31 y/o • 17/36 Luxford Road Mount Druitt 2770, NSW

WORK EXPERIENCE

NSW Health (Health Education & Training Institute) Program Officer Scholarships (11th April 2023 – 10th November 2023)

- ❖ Provide guidance, assistance, and support via various means to scholarship applicants, University students and NSW Health employees, MyHETIConnect users and all other applications about HETI scholarships.
- ❖ Provide support and assistance to students and NSW Health employees who contact HETI about scholarship matters, MYHETIConnect access and login issues.
- ❖ Provide administrative support for scholarship for scholarship panel members including MyHETIConnect access, confirming and/or providing scholarship application documents and relevant applicant details.
- ❖ Draft and prepare general correspondence for a range of communication methods.

Tertiary Scholarships and Loans Service Team Leader/Customer Service Officer (7th June 2017 - 30th December 2022)

- ❖ Seeking approvals on applications from Supervisor
- ❖ Provide correspondence to student with regards to their application assessment status
- ❖ Issue Offer Letters to eligible applicants
- ❖ Issue confirmation letter to eligible applicants after assessing the accuracy and completeness.
- ❖ Provide regular reports required by Management.
- ❖ Ensuring database is updated with all relevant student data.
- ❖ Liaise with students and resolve their queries or concerns.
- ❖ Ensure all soft copy data is backed up daily.
- ❖ Supervise the TSLS Assistant when and as assigned.
- ❖ Responsible for the security and confidentiality of student records
- ❖ Coordinate student services functions in conjunction with other personnel
- ❖ Receipt and processing of change in particulars such as finance details, personal details, academic details.

CERTIFICATION

Certificate of Participation in Australian Mathematics Competition -2007

Certificate of Achievement (Progress Prize) 2005

Certificate of Achievement (3rd Place in Annual Exam) -2000

Employee of the month

August -2018

Team of the month Award

November -2020

SKILLS AND EXPERTISE

- ☑ Works effectively under pressure
- ☑ Communication and written skills
- ☑ Motivated and well-disciplined skills
- ☑ Great team player

EDUCATION

Passed Year 13-2010

Diploma in Accounting

Queensford College

Completed Certificate III in Individual Support

Currently enrolled in Certificate IV in aging support then upgrade to Diploma of Nursing

REFERENCES

- Donna Fong
Senior Program Officer
NSW Health
1 Reserve Road St Leonards NSW AUS 2065
PH: 0422119969 / 098446570
Email. Donna.Fong@health.nsw.gov.au

Handy Finance Limited
Accounts Debt Collection Officer
(21st March 2016- to – 2nd June 2017)

- ❖ Call customers and advise on personal loan and hire purchase account.
- ❖ Answering calls and assisting customers on account status
- ❖ Generating reports and providing statistics on credit collection per day.
- ❖ Changing details of customer details
- ❖ Action 70 accounts per day for overdue accounts
- ❖ Invite customers to the office for payments arrangement.
- ❖ Transferring account to Enforcement Unit to hold interest charges.
- ❖ Send notices for bailiff officers to visit customers.
- ❖ File maintenance registers to warehouse for batching
- ❖ Serve customer at counter and assist in filling personal loan forms.
- ❖ Provide report to supervisor on the number of follow up done on customer account.
- ❖ Prepare report daily in Microsoft excel on the debt collection ratio.

Carpenters Finance
Credit Collections Officer
8th January 2014 -16th March 2016

- ❖ General customer service
- ❖ Answering calls and assisting customers on account status
- ❖ Generating reports and providing statistics on credit collection per day
- ❖ Thoroughly going over account and following up on payments
- ❖ Note necessary reversal and transfer of overpaid account.
- ❖ Sort and discuss on account of customers with over charges and provide alternative solutions for customer query.
- ❖ Action 70 credit accounts per day
- ❖ Prepare refund for overpaid balance and forward to accounts department for processing and following up for feedback on the cheque.
- ❖ Doing maintenance to close accounts if no movement shown in a year time and reversal of annual fee
- ❖ Reviewing accounts before calling customers i.e., calculating monthly interest and penalty charges manually to reconcile with the system charges to avoid incorrect statements send to customers.
- ❖ Transferring account to Enforcement Unit to hold interest charges if consistent bank deduction or pay deduction is noted.
- ❖ Send notices for bailiff officers to visit customers.

- Valerie Rhodes
Senior Human Resources Business Partner
NSW Health
1 Reserve Road St Leonards NSW AUS 2065
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- Hasmukh Lal
Chief Executive Officer
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- Monisha Kumar
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- Rahul Kumar
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Email: om@handyfinance.com.fj

Fiji School of Medicine
Admin and Finance Officer
4th February 2013 – 1st August 2013

- ❖ Maintain financial invoices and records.
 - ❖ Manage the filing, storage of documents.
 - ❖ Work with other units to coordinate and communicate in outreach activities.
 - ❖ Reviews of adequacy of departmental space and technology requirements.
 - ❖ Oversee facilities, technology, and materials utilized in the department, Telephone operation (answer phone calls)
 - ❖ Guest receiving and providing accommodation.
 - ❖ Agenda management: booking, travels and meeting
 - ❖ Raise internal Requisition order for the accommodation, new equipment and arrange reimbursement.
 - ❖ Reply to e-mails and respond to urgent matters.
 - ❖ Help and assist team on the website creation.
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