

# Seci Marawa Burese

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[burese23@gmail.com](mailto:burese23@gmail.com)

Experienced Office Management and Administration Professional with experience optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.

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## Skills

Ability to Work in a Team, Effective Time Management, Decision Making, Adaptability, Communication Skills, Leadership, Creative Problem Solving, Project Management, Analytical Thinking Skills.

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## Professional Experience

### Green House Studios Fiji / Part- Time Project Coordinator

JULY 2022 - AUGUST 2022, SUVA

- Monitored and managed customers' brands across major social networks.
- Enhanced social media strategy success by actively mining social conversations for relevant information and engagement opportunities.
- Researched current trends to stay abreast with technology and best marketing practices.
- Reported developments to project manager using spreadsheet reports.
- Developed presentations for management, covering progress, issues, modifications and achievements.
- Defined and communicated clear targets and objectives to staff.

### DHL Express Fiji / Duty & Billing Specialist

SEPTEMBER - PRESENT, SUVA

- Handled administrative tasks expertly, including updating accounts and producing professional business correspondence.
- Helped customers get back on top of payment demands by setting up accommodating plans.
- Consulted compassionately with customers to understand reasons for delinquency and develop collaborative payment solutions.
- Negotiated credit extensions when necessary.
- Received payments and posted amounts paid to customer accounts.
- Optimized approaches based on knowledge of customer backgrounds and current financial means.
- Convinced customers to make immediate payments using persuasive techniques and in-depth knowledge of Customs rules.
- Educated customers about the terms of contracts and payment

requirements.

- Identified issues and implemented prompt and successful solutions to eliminate backlog and maximize workflows.
- Delivered exceptional customer service to bolster strong relationships and build positive experiences.
- Collaborated positively with peers and other staff members to maintain a friendly, supportive and cooperative work atmosphere.

### **Communication Technologies Fiji Pte Ltd / Sales Administration Officer**

JANUARY 2020 - AUGUST 2020, SUVA

- Handled Sales with clients, facilitated meetings to pitch new products to our clients such as the British High Commission, the French Embassy, The European Union, BSP Banks Fiji and the Solomon Islands etc.
- Responsible for updating company statutory regulations and documents with the Security Master License, the renewal of Company License and the Registration of the Company under the Registrar of Companies and the Ministry of Defense.
- Handled the overall Administration of the company and ensured that the daily affairs of the company follows State regulations and procedures.
- Assisted customers with sales needs such as inventory and shipping questions.
- Helped cultivate and maintain business relationships by professionally handling partner and customer needs.
- Drafted the Company Fitness for Work Policy, the OHS Policy and the company profile.
- Coordinated responses and resources to handle special client requests.
- Documented customer complaints and completed corrective action requests.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.

### **Fiji Fashion Week / Events Coordinator**

FEBRUARY 2018 - FEBRUARY 2019, SUVA

- Promoted to Executive position at Fiji Fashion Week Limited, being the youngest among the core team of 6.
- Given the Students Designers Show to manage and overlook. Developed networks with relevant stakeholders such as resorts, NGOs and corporate bodies seeking sponsorship for the student designer's show and extending invitations to the main runway shows.
- Responsible for updating the database and filing for the overall preparations for Fashion Week, especially the Student Designers Show.
- Assisted in handling administration work in the office.
- Assisted with communications management for events.
- Assisted with the promotions of events through appearing on

television segments.

- Assisted with Models management during the preparations of Fiji Fashion Week, assisting with auditions and castings.
- Back of House Assistant during the runway shows, model calling and preparing the designers in their lineup.
- Worked closely with the Managing Director to maintain optimum levels of communication to effectively complete projects.

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## Education

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**The University of the South Pacific / Post- Graduate Diploma in Arts**  
JULY 2020 , SUVA

**The University of the South Pacific / Bachelors of Arts**  
JANUARY 2016- MARCH 2020, SUVA

Graduated with a Bachelor of Arts Degree double majoring in Political Science and History.

**Marist Brothers' High School / Secondary Education Completion**  
JANUARY 2011- NOVEMBER 2015, SUVA

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## Awards

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2010: Inducted Prefect of MBPS (Class 8)  
2010: Received Service Award (Class 8)  
2011: Certificate for 2nd place (Form 3)  
2011: Certificate for General Excellence (Form 3)  
2012: Certificate for 3rd place (Form 4)  
2013: Certificate for 2nd Place (Form 5)  
2014: Participated in the Model United Nations (Form 6)  
2014: Certificate for 2nd Place (Form 6)  
2014: Certificate for Top Scoring French Student (Form 6)  
2014: Won 1st Runner up at Students Fashion Show  
2015: Won Designer of the Year Award: Project Jejemon Fashion Show  
2015: Certificate for 3rd Place (Form 7)

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## Volunteer Experience

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**The Alliance for Future Generations- Fiji / Projects Officer - Central Division**  
JANUARY 2022 , SUVA

- Monitored project availability and costs to optimize resource utilization.
- Forecasted requirements and control expenses to maintain strict budgets.
- Mitigated project delays to maintain timelines and avoid penalties.
- Oversaw budgets to cover project planning, execution and

delivery.

- Liaised with the team to define project scope, timelines, resources, and requirements.
- Liaised with project stakeholders concerning project details and deliverables.
- Developed methods to analyze project management and project delivery risks.
- Established project road maps covering objectives, schedules, and budget.
- Outlined human and material resources required to successfully complete the project.

### **Fashion Designers Alliance Fiji / Executive Board Member**

JULY 2020, SUVA

- Led board's planning, overseeing efforts to develop new operational strategies.
- Enhanced business by devising forward-thinking policies and monitoring deployment.
- Verified organization compliance with legal, financial and operational requirements through regular reviews.
- Kept organization in line with current demands by periodically reviewing and amending policies.
- Maintained organizational leadership standards by helping recruit board members and elect officers.
- Delivered on promises to represent the needs, interests, and values of the organization.
- Set organization on the correct path by helping determine the overall mission and purpose.
- Improved organizational efficiency with clear responsibilities, policies and cross-functional procedures.

### **International Foundation of Electoral Systems/ Student Representative**

JANUARY 2021- AUGUST 2021, SUVA

- Selected as a Student Representative to the organized Virtual Workshop focusing on the Youth and Policy Advocacy hosted by the IFES.
- Trained and mentored new ambassadors to lead student-focused tours and events.
- Organized and approved promotional campaigns.
- Served as liaisons between organizations, shareholders, and outside organizations.
- Organized virtual Advocacy events highlighting Youth Participation and Youth Education.
- The core working group aims to raise awareness of Youth Roles in the Pacific Society

### **AI Policy Labs /Student Representative**

JULY 2020 -AUGUST 2020, SUVA

- Student Representative of USP to the Commonwealth Conference on Advancing Towards the Future with Emerging Technologies and AI.
- Participated in the global discussion on how Policies can be effective from an interdisciplinary approach.

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## Community Service

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### Saint Agnes Parish /Events Facilitator

AUGUST 2019, SUVA

- Organized a workshop with members of the Congregation to highlight the World Environment, aligning it to the "Laudato Si" by Pope Francis.
- Facilitated and moderated a Talanoa Discussion on the Catholic Faith and their teachings with respect to the Human Social Teachings on Caring for the Environment

### Saint Agnes Parish /Youth Commission President

FEBRUARY 2021, SUVA

- Developed leadership abilities by organizing special youth activities and service projects.
- Engaged youths in positive communication about religious, academic, and social issues.
- Prepared reports and articles about council activities for the Parish Pastoral Council
- Enhanced Youth Commission results as chair of special committees to handle identified issues.
- Improved student receptiveness to different youth groups by organizing religious and social fairs.
- Helped communities and parents understand and better reach youth by offering counseling and advisory sessions.

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## Referees

- **Mick Cornish - Managing Director for ComTech Fiji Pte Limited**  
Email: [mick@comtechfiji.com](mailto:mick@comtechfiji.com)  
Phone: 8905220
- **Aneet Kumar- Deputy Secretary General for the University of the South Pacific**  
Phone: 9204009  
Email: [aneet.kumar@usp.ac.fj](mailto:aneet.kumar@usp.ac.fj)
- **Karen Fong - Managing Director for Greenhouse Studios Fiji**  
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