

CURRICULUM VITAE

Emmanuel Amonoo-Halm

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Objectives:

To secure a position that will enable me good use of, further develop my broad base and thorough education in construction, Administrative duties, Leadership skills, and organizational development.

WORKING EXPERIENCE:

Project OKURASE (NGO) Senior Administrator

July 17, 2018 – up to date

Responsibilities:

- Support senior managers and executives with daily clerical tasks.
- Plan meetings and take detailed minutes
- Answer phone calls, provide information to caller or connect callers to appropriate people.
- Schedule appointments and update calendar
- Make travel arrangements and reservations for senior managers.
- Compose and type regular correspondence, like invitations and informative material.
- Develop and maintain a filing system
- Create spread sheets and presentations
- Greet and provide general support to visitors
- Develop, implement and improve office policies and procedure.

Vodafone Ghana

July 22, 2015 – July 15, 2018

Customer Experience Executive – Assistant Team Lead (Call Centre)

Responsibilities:

- Obtain client information by answering telephone call; interviewing client; verifying information.
- Maintains communication equipment by reporting problems
- Accomplishes sales and organization mission by completing related results as needed.
- Updates job knowledge by studying new product descriptions; participating educational opportunities.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Inform clients by explaining procedures; answering questions; providing information
- Establishes policies by entering clients information ; confirming pricing
- Determines eligibility by comparing clients' information to requirements.

Millennium Insurance
Client Service Executive

December 2014 - July 22, 2015

Responsibilities:

- Customers in the assigned territory/market segment to generate new business for the organization's products/services.
- Makes telephone calls and in-person visits and presentations to existing and prospective customers.
- Researches sources for developing prospective customers and for information to determine their potential.
- Expedites the resolution of customer problems and complaints.
- Coordinates sales effort with marketing, sales management, accounting, logistics and technical service groups.
- Analyzes the territory/market's potential and determines the value of existing and prospective customers' value to the organization.
- Creates and manages a customer value plan for existing customers highlighting profile, share and value opportunities.

Office of the Administrator of Stool Lands
Ministry of Lands and Natural Resources.
Revenue Commissioner

Sept. 2013 – Aug. 2014
National Service

Responsibilities:

- Assessment of Ground Rent
- Filling of Demand Notes
- Collecting of Ground rents
- participation of field work to pick data for assessment
- Public Education on Ground Rent

Cecilia Wood Enterprise
Position: Sales Assistance

June 2010 – Feb. 2012

Responsibilities:

- Handles enquiries in accordance with company's guidelines
- Assisted in selling organization's products and services (recharge cards, transfers & sim registration etc.)

Entrepreneur

March 2012 – August 2013

Responsibilities:

- Registration of Sim Cards
- Sales of Recharge Cards
- Sales of credit Transfer

Architecture and Engineering Service Limited
Personal Assistant to the Foreman.

June 2012 - Aug. 2012
Industrial Attachment

Responsibilities:

- Undertook site inspection
- Taking minutes after site inspection
- Land surveying

EDUCATION AND TRAINING:

SCHOOL ATTENDED	CERTIFICATE	YEAR
Accra Technical Training Centre Construction Technician III	Diploma in Building Technology	2013
Accra Polytechnic Construction Technician I & II	Diploma in Building Technology	2010 – 2012
Presbyterian Secondary Technical School Aburi	WACCE	2008

Key Skills:

Construction technician
Client care executive
Project management
Public Speaking
Problem Solving Skills
Computer Literate

Computer Skills:

Word
Power point
Outlook
Excel

Personal details:

Date of birth: 26th October, 1988
Nationality: Ghanaian
Marital status: Single

REFEREES

- | | | |
|---|--|---|
| 1. Mr. Charles Akrofi
Head of Legal
Narcotics Control Board
Cantonment – Accra
0508704849 | 2. Mr. David Kwame Nkrumah
Auditor
Kofi Annan Int. Peace Keeping
Training Centre, Accra
0244381575 | 3. Madam Jackline A. Larbi
Head of School
Nkabom Sundrops Montessori
Okurase – E/R
0244923199 |
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