

CURRICULUM VITAE

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GRACE ANTWIWAA ASARE-NKANSAH (NEE TACHIE).

PERSONAL INFORMATION

Nationality: Ghanaian

Date of Birth: 7th April 1983

Place of Birth: Accra

Marital Status: Married

OBJECTIVE

To become a distinguished professional working in an establishment with opportunities for continuing education and self development in order to satisfy clients/customers with good care and best practices.

SUMMARY OF PERSONALITY TRAITS

- Good interpersonal and communication skills
- Analytical and results oriented
- Willingness to adapt and manage change
- Ability to learn and adapt very quickly to new environment

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- Leader
- Proactive
- Team player

EDUCATION/QUALIFICATIONS

Commonwealth Executive Masters of Business Administration Administration (CEMBA)

KNUST (2012-2014).

Jajil School of Fashion Boadi -Kumasi, (2012).

National Banking College, 2009

Certificate of Completion in Basic Banking Skills

University of Cape Coast, 2003-2007

Bachelor of Management Studies

Studied the following:

Strategic Management, Investment Management, Financial Management, Entrepreneurship, Industrial

Relations, Cost and Management Accounting, Company Law, Business Communication, Management

Information System, Human Resource Management and Marketing and Sales Management.

Scala Computers, 2002

Certificate in Information and Communication Technology

Teshie Presby Senior High School, 1999-2001

Senior Secondary Certificate

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Belfort Junior High School, 1996-1999

Basic Education Certificate

OTHER TRAINING, 2008

I was trained in the basic skills of operations and management of credit union and microfinance at the Assemblies of God Credit Union Centre in Kumasi.

WORK EXPERIENCE

Senior Administrative Assistant

Department of Telecom Engineering

College of Engineering

KNUST, Kumasi

(August 2020 till date)

MANAGER, V-HANDS SIGNATURE

(Clothing and Beauty, 2017 till date)

TELETECH GHANA LIMITED. Customer Service Representative, November 2010 -

December 2010.

Activities: *Be the first contact to any customer who has a need that has to be addressed, build a first contact resolution to satisfy customer on line, proactively handle customers' complain in a professional manner, listen attentively to what they have to say and provide a solution if possible, otherwise calm them and immediately report the complaints to the appropriate authority.*

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VODAFONE GHANA: – Customer Service Representative, August 2009- November 2010.

Activities: Be the first contact to any customer who has a need that has to be addressed, build a first contact resolution to satisfy customer online, proactively handle customers' complain in a professional manner, listen attentively to what they have to say and provide a solution if possible, otherwise calm them and immediately report the complaints to the appropriate authority.

ASSEMBLIES OF GOD CAMPUS MINISTRIES (AGCM) SECRETARIAT: - National Service Person, 2007-2008

Activities: Responsible for events, accounts and protocol management, safe keeping of organizational assets, proactively initiating, developing and managing long term, profitable relationship with an assigned students base by identifying needs and consultatively addressing them such that students needs were met on consistent, positive basis.

RAINBOW COMPUTERS: - Customer Service, February – July 2003

Activities: Provide a first class level of service to ensure customer satisfaction by developing and demonstrating an in-depth knowledge and understanding of clients' needs. I was also responsible for sales-monitoring of clients and debits, managing delinquent account and endorsing transmitting certificate.

HONOURS

Won the Eye of Production for the month of November,2009 in Vodafone. This is an award given to the best Efficient and Effective Staff at the Call Center.

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OTHER POSITIONS HELD

National Treasurer, Assemblies of God Campus Ministry-UCC Alumni (2019 till date)

Organising Secretary- CCCAGIC JOY Fellowship (Feb 2018 till date).

Secretary - CCCAGIC Choir (Aug 2012-Jan 2018).

Vice President- Glory Youth A/G (2008-2011).

Volunteer – Book of Hope, 2008

A survey carried out on the morality of students in Senior High Schools.

Welfare Secretary – Mass Choir/Drama UCC, 2007

Treasurer – Assemblies of God Campus Ministry UCC, 2006

Assistant Girls' Prefect: – Teshie Presby Senior High

INTERESTS

Reading, Playing Tennis, Music and Traveling.

REFEREES

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|---|---|---|
| Rev. Emmanuel Nuamah National Campus Director (AGCM) P. O. Box KS 7690 Kumasi Tel: 0244666143; 0264666142 | Mr. Abraham Ansong School of Business, University of Cape Coast Cape Coast Tel + 233-24-2829965 | Dr. James Dzisi Gadze Dept. of Telecom Engineering College of Engineering KNUST Tel +233-206891515 |
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