

# EDWARD MARTIN APREKU

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## PROFESSIONAL SUMMARY

A relationship management personnel with experience in problem-solving for clients. I seek a role that will allow me to utilize my skills and knowledge in data entry and customer relations in a constructive and stable workplace.

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## SKILLS

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|-----------------------------------------|--------------------------------------------|
| ✓ Good verbal and written communication | Organizational skills                      |
| ✓ Strong management                     | Cultural competency                        |
| ✓ Adaptability and flexibility          | Microsoft Office applications              |
| ✓ Excellent team player                 | Ability to efficiently work under pressure |
| ✓ High level of Tolerance               | Excellent interpersonal skills             |
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## EMPLOYMENT HISTORY

### ***Relationship Manager| GTBANK Ghana| Mar 2017-Sept 2023.***

- I developed and implemented strategies to meet operational and financial targets, maintained and established customer relationships, marketed bank services to targeted sectors, monitored performance indicators, and developed account officers.
- I also ensured the group's contribution to the bank's deposits and liabilities drive was optimized.

### ***Customer Service Officer| GTBANK Ghana| Aug 2013-Feb 2017.***

- I provided excellent customer service by addressing customer needs, processing new account applications, promoting bank products and services, and handling complaints and inquiries promptly and professionally.
- I collaborated with the teams to develop and implement customer acquisition and retention strategies.

### ***Census Data Processing Officer| Ghana Statistical Service| Sept 2011-July 2013.***

- I processed and coded field responses and data collected from approximately 25 million people in Ghana's 2010 population and housing census.
- I used designated software as a clean-up tool to remove unwanted information from confidential field data to ensure reliability and consistency in the final 2010 census report.

### ***Inventory Manager/Product Packaging Associate|KRIF Ghana Limited| Oct 2010-August 2011.***

- I was responsible for inventory management, stock replenishment and effective merchandising to optimize sales and customer satisfaction.

## VOLUNTEERING HISTORY

### ***Innovations for Poverty Action| Teacher Community Assistant (Volunteer) Jun 2010-Aug Sept 2010.***

- Administered randomized tests and provided teaching support to pupils to measure the effectiveness of teaching programs and policies aimed at helping underprivileged communities in the Brong Ahafo region of Ghana.

## EDUCATION / TRAINING

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**MBA, University Canada West, Vancouver BC.**

Expected graduation-2025

**BA Geography & Resource Development, University of Ghana, Accra, Ghana**

2010

## REFERENCES

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Available upon request