

DANIELLA ASIEDU

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## **SUMMARY OF QUALIFICATIONS**

- High School Diploma in Business
- Completed high school with focus on business studies, gaining a broad understanding of core business concepts and practices.
- Proficient in the Microsoft Office suite of productivity tools, including Word, Excel, PowerPoint, and Outlook, enabling efficient document creation, data management, and communication.
- Demonstrated ability to quickly learn new software and technology, with a keen interest in staying up to date with evolving business tools and applications.
- Strong organizational and time management skills, able to prioritize tasks, meet deadlines, and contribute effectively to team-based projects.
- Excellent interpersonal and communication skills, with experience interacting with diverse stakeholders and a passion for providing outstanding customer service.
- Eager to apply academic knowledge and develop practical skills in a professional business environment, with a commitment to continuous learning and growth.
- Excellent verbal communication skills developed through engaging with multiple people while volunteering at the Electricity Company of Ghana, Accra West.

## **EDUCATION**

- |   |                             |
|---|-----------------------------|
| • <b>University Of Ghana</b><br>Program of Study: Information Technology                | <b>JAN 2021 – PRESENT</b>   |
| • <b>Presbyterian Senior High Technical School, Aburi</b><br>Program of Study: Business | <b>OCT 2018 – SEPT 2021</b> |
| • <b>Happy Home Academy, Accra</b><br>Junior High School                                | <b>SEPT 2016 – JUN 2018</b> |

## **WORK EXPERIENCE**

- Gained practical IT experience through a volunteer role in the IT department at the Electricity Company of Ghana, contributing to the maintenance and troubleshooting of computer systems and networks for staff and vendors.

- In charge of organizing files, putting them in their right cabinets, and enhancing its systems.
- Liable for answering phone calls, directing callers to the appropriate receivers, responding to emails, distributing letters signing receipts, and arriving packages in the absence of IT officers.
- Also, I partly worked as a head of interns where I trained new interns on what was required of them and trained them to respond to staff and vendors' issues.
- As a typist, I was charged with typing promotional letters, queries and correspondence, duty rosters for the various departments, leave letters, and many others.

### **VOLUNTEER EXPERIENCE/INTERNSHIP**

- Volunteer at Electricity Company of Ghana, Accra West  
OCT 2023 – NOV 2023,  
FEB 2024 – MAY 2024

### **AWARDS AND ACHIEVEMENTS**

- 2022 – Best Student in the Business Department, Presbyterian Senior High Technical School, Aburi

### **LEADERSHIP POSITIONS**

- Class Prefect/Steward  
JAN 2021 – OCT 2021
- Sectional Leader – Happy Home Academy  
September 2017 – June 2018

### **SKILLS AND ABILITIES**

- Proficient in Microsoft Office suite (Word, Excel, PowerPoint, Outlook)
- Familiarity with computer hardware and software troubleshooting
- Experience in IT support and maintenance of computer systems and networks
- Strong problem-solving and analytical skills
- Ability to learn new technologies and software quickly
- Excellent organizational and time management skills
- Effective communication and interpersonal skills
- Customer service oriented
- Teamwork and collaboration
- Adaptability and willingness to learn
- Attention to detail
- Multitasking and prioritization capabilities