

GENEVIEVE AYA KUKUA DJAN

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Professional Summary

Dedicated and results-driven administrative professional with over three years of experience providing exceptional support in fast-paced office environments. Known for meticulous attention to detail, outstanding communication skills, and the ability to manage multiple priorities seamlessly. Demonstrated expertise in administrative tasks, project coordination, data management, and client relationship management. Recognized for dependability, punctuality, and proactive problem-solving with minimal supervision.

Core Competencies

- **Office Management & Administrative Support:** Skilled in Microsoft Office Suite, transcription, report analysis, and effective telephone etiquette.
- **Project Coordination:** Experienced in database management, scheduling, purchasing coordination, and event planning.
- **Analytical & Communication Skills:** Strong critical thinking, client relationship management, and ability to present findings effectively.
- **Technical Proficiencies:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Outlook).

Work History

Supervisor; Data Collection and building of database – August 2024, – November 2024

TECHNOSERVE

- Conducted training sessions for data enumerators on data collection methodologies and ethical standards.
 - Supervised data collection processes, ensuring accuracy and adherence to protocols.
 - Implemented quality control measures, conducted regular audits, and performed field visits to maintain data integrity.
 - Compiled and submitted progress reports, identified challenges, and recommended improvements to optimize data collection.
 - Collaborated closely with project managers and stakeholders to ensure alignment on objectives and timelines.
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Administrative and Research Assistant September 2022 - September 2024.

GHANA-INDIA TRADE ADVISORY CHAMBER

- Managed a multi-line phone system and served as the first point of contact for clients and visitors, delivering outstanding customer service.
 - Developed and implemented a filing system, significantly enhancing document management and accessibility.
 - Assisted in drafting reports, research papers, and presentations, contributing valuable insights for informed decision-making.
 - Organized and maintained data sets, supporting internal research and analytics initiatives.
 - Drafted professional memos, letters, and marketing materials, strengthening internal and external communications.
 - Scheduled and coordinated interviews, conferences, and travel for senior staff, ensuring smooth event execution.
 - Oversaw petty cash, office material procurement, and the performance of support staff, including cleaners and interns.
 - Processed invoices and payment instructions, ensuring financial accuracy and compliance.
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Human Resources Associate (National Service), November 2021 – September 2022

GHANA EXPORT PROMOTION AUTHORITY

- Generated comprehensive reports and created PowerPoint presentations to support departmental objectives.
- Drafted meeting agendas, recorded minutes, and prepared follow-up documents to enhance meeting outcomes.
- Assisted in planning and scheduling HR-related events and interviews, maintaining a seamless recruitment process.
- Organized and filed employee records, ensuring data accuracy and regulatory compliance.
- Provided exceptional customer service, guiding clients through product recommendations and offering detailed explanations.

Personal Assistant (Intern) July 2020 – September 2020

LEGAL INK

- Scheduled meetings, court dates, and deadlines, optimizing the barrister's schedule for efficiency.
- Drafted summaries and prepared detailed minutes from meetings, ensuring key points were accurately captured.

- Supported the preparation and submission of legal documents, adhering strictly to confidentiality protocols.
- Coordinated travel arrangements for court appearances and client meetings, maintaining professionalism in all interactions.

Education

Bachelor of Arts: Political Science with English, 2021

University of Ghana

References

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