

# Oteng Kwame Bismark

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## PROFILE

A results-driven and detail-oriented professional with a Bachelor of Business Administration in Banking and Finance. Experienced in operations management, customer service, and administrative support, with a strong background in financial services and hospitality. Proficient in IT, including Microsoft Word, Excel, and PowerPoint, with strong analytical and problem-solving skills. Adept at streamlining processes, enhancing efficiency, and maintaining excellent client relations. Skilled in multitasking and ensuring smooth day-to-day operations in fast-paced environments. Passionate about business management, financial operations, and leveraging technology for operational excellence.

## WORK EXPERIENCE

### STEAMAN GROUP LTD (KUMASI)

#### Operations Manager

- Oversee daily operations, including maintenance, security, and tenant relations.
- Develop strategies to increase occupancy and reduce tenant turnover.
- Coordinate repairs and maintenance with contractors and staff.
- Address tenant inquiries, complaints, and manage lease renewals.
- Monitor budgets and control expenses.
- Ensure compliance with housing regulations and maintain property standards.

### KUMASI

December 2023 – December 2024

### UNIVERSITY OF EDUCATION, WINNEBA

#### Teaching Assistant, (National Service Person)

- Received and dispatched letters.
- Managed document filing and organization.
- Assisted in grading assignments, exams, and projects.
- Supported students with academic inquiries and study guidance.
- Offered individualized support during scheduled office hours.
- Led lively discussions, fostering active learning.

### WINNEBA.

November 2022 – September 2023.

### ODOTOBRI RURAL BANK

#### Front Desk Personnel (Intern)

- Managed incoming calls and greeted clients courteously.
- Oversaw front desk operations seamlessly.
- Processed deposit and withdrawal forms accurately.
- Established new customer accounts with precision.
- Loaded cheques with careful attention to detail.
- Responded promptly to account inquiries from customers.

### OBUASI.

October 2021 – March 2022.

## GLOBAL ACADEMY

## OBUASI.

### Teacher

September 2016 – July 2018.

- Promoted critical thinking skills by implementing strengthening exercises where appropriate.
- Worked one-on-one with students to address their specific needs.
- Created and implemented lesson plans based on child-led interests and curiosities.
- Encouraged student engagement and meaningful class discussions.
- Assigned homework as an extension of learning.
- Served as an encouraging mentor to all of my students.

## EDUCATION

University Of Education, Winneba.  
BBA Banking and Finance

### WINNEBA.

September 2018 – October 2022.

Opoku Ware Senior High School  
Business

### KUMASI.

September 2013 – May 2016.

## SKILLS

### Hard Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

### Soft Skills

- Customer Service Skills
- Front Desk Management
- Detail Orientation
- Good Team Player
- Good Time Management
- High Communication Skills
- Problem solving
- Teamwork and Collaboration
- Multitask

## REFERENCE

### Prof. Richard Oduro

Dean, School of Business  
University of Education, Winneba.  
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