AMANKWAH BEVELYN

[bevelyn441@gmail.com](mailto:bevelyn441@gmail.com) – 0553243869- Accra.

PERSONAL PROFILE

I am a motivated and enthusiastic individual with strong communication and interpersonal abilities. I pride myself on my budding analytical and critical thinking skills, and I'm eager to apply these in a team setting to contribute to projects and tasks. I am excited about learning, collaborating with others, and growing professionally.

KEY SKILLS AND COMPETENCES

* Creative and problem-solving skills
* Ability to work successfully as a member or leader of a team.
* Remarkable situational judgment
* Ability to adapt to varying working contexts and engaging with different levels of people
* Good verbal and written communication

WORK EXPERIENCE

GCB BANK PLC | Abelenkpe, Ghana.

Customer Service Representative (National Service Personnel) - November 2022- October 2023

Main Responsibilities:

* Handling customer inquiries and suggestions courteously and professionally
* Processing of internal and external funds transfer
* Addressing customer concerns, demonstrating empathy, and resolving problems swiftly
* Cross-selling the bank’s product and services.
* Handling E-banking (Online and Mobile) activation and support requests
* Promoting business for the bank by maintaining good customer relations
* Timely submission of monthly returns

REV ASHELEY MINISTRIES- Haatso, Accra.

Social worker (Intern)| April 2022 – July 2022

Main Responsibilities:

* Interviewed clients, families, and groups to assess situations, limitations, issues and implement services to address needs.
* Facilitated peer support groups to help client connect with other resources.
* Utilized evidence-based practices to provide effective interventions for clients.
* Developed and implemented individualized treatment plans for clients.

GHANA POLICE HOSPITAL | Osu, Ghana.

Social worker (Intern) | November 2021 – January 2022

Main Responsibilities:

* Evaluated client’s social, emotional, and psychological needs to create treatment plans.
* Monitored client’s progress and adapted treatment plans to meet changing needs.
* Assisted clients with navigating and accessing social services such as housing and medical care.
* Formulated treatment plan strategies with multidisciplinary teams to provide comprehensive and continuous care plan.

EDUCATION

**Bachelor of Arts- Social Work and Religion**

University of Ghana- Legon

October 2018- March 2023

**General Arts**

Accra High School

June 2015 – August 2018

TECHNICAL SKILLS

* Computer Proficiency
* Data Entry
* Microsoft Office

LANGUAGE PROFICIENCY

English (Expert Level) and Akan (Native)

ACTIVITIES AND INTERESTS

* Reading Novels
* Playing puzzle games,
* Watching Documentaries.