

Emmanuel Ansah

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PROFESSIONAL SUMMARY

Accomplished financial professional with over five years of industry experience. Technically astute and decisive with good organizational skills. Candidate of the Canadian Securities Course. Passionate about building sustainable customer relationships, driving brand loyalty and increasing customer engagement. Experienced with sales, troubleshooting, tech support and customer care. Detail-oriented, multi-tasker that excels in high volume customer services environments.

SUMMARY OF SKILLS

- Canadian Securities Course Candidate
- Customer Centered
- Bloomberg
- Regulatory Compliance
- Financial Forecasting
- Quarto
- R software
- Stata
- Latex
- SPSS
- Strategic Financial Planning
- Financial and Operational Reporting
- Data Analysis
- Team Management
- Digital Currency and FINTECH

WORK HISTORY

Cashier and Customer Experience Associate

Home Depot Canada

03/2023 to date

- Demonstrated expertise in assisting customers with product selection and providing in-depth knowledge of various home improvement categories.
- Consistently met and exceeded monthly sales goals, resulting in recognition for outstanding performance.
- Collaborated with team members to ensure a positive and efficient shopping experience for customers.
- Handled customer inquiries, resolved issues, and provided product recommendations based on customer needs.
- Maintained a clean and organized work environment, ensuring shelves were well-stocked and visually appealing.

Financial Advisor

05/2020 to 09/2022

Guaranty Trust Bank

- Planned, coordinated and implemented activities for customer drive programs.
- Leveraged on technology to drive sales and customer education.
- Sold investment products such as mutual funds and exchange traded funds.
- Networked with investment industry experts to gain broader insights for business development
- Provided professional advice to address the investment and credit needs of clients.
- Proactively resolved and prevented clients banking problems
- Conducted market research to rationalize category and segment opportunities.

Deputy Operations Manager

03/2018 to 05/2020

Guaranty Trust Bank

- Maintained constructive client and vendor relationships.
- Mentored marketing personnel on best practices and protocol to maximize productivity.
- Supported Investment Advisors with business strategies.
- Ensured that the bank's AML and ATF policy was strictly adhered to by every staff member.

EDUCATION

- | | |
|--|-----------------|
| • Master of Arts Economics
Memorial University of Newfoundland | <i>Current</i> |
| • Post Graduate Diploma Economics
Memorial University of Newfoundland | <i>05 /2023</i> |
| • | |
| • Bachelor of Arts Economics
KNUST | <i>06/2014</i> |

LICENSES AND CERTIFICATIONS

- Canadian Securities Course (**CSC**) Candidate
- Bloomberg Market Concepts
- Banking Operations Management
- TCPS 2: Core-2022

COMMUNITY SERVICE

- Community Volunteer Income Tax Program (CVITP) with the CRA.

AWARDS

- Memorial University of Newfoundland Graduate Scholarship Recipient.