**CLEMENT WEWOTAH ABAGNA**

POST OFFICE BOX….

TEL: +233248639895 / +233206569895

E-MAIL: abagnawclem@gmail.com

GPS: GE-269-8985

**CAREER OBJECTIVE**

To maximize my potential and capabilities in a highly motivated innovative and disciplinary organization, that has the objective of providing quality services through the utilization of my knowledge and good human relations.

**EDUCATIONAL BACKGROUND AND QUALIFICATIONS**

**Bachelor of Science (BSc) Mathematics**

The University of Energy and Natural Resources (2017 - 2021)

**West African Secondary School Certificate Examination**

Wa Senior High School (2008 - 2012)

**Basic Education Certificate Examination (2000 - 2008)**

Ayeasu /Atrensu L/A J.H.S

**EMPLOYMENT HISTORY AND KEY RESPONSIBILITIES**

* **SOCIAL SECURITY AND NATIONAL INSURANCE TRUST(SSNIT) – (NOVEMBER 2021 TO DATE)**

**NATIONAL SERVICE PERSONNEL**

**POSITION: DATA MANAGEMENT ASSISTANT (2021 TO DATE)**

**RESPONSIBILITIES:**

* Registered clients
* Received client’s complaints
* Crosschecked and distributed SSNIT cards to customers.
* **ABOSOMAKOTERE COOPERATIVE CREDIT UNION (JULY 2018–DECEMBER 2018) SOCIAL SECURITY AND NATIONAL INSURANCE TRUST(SSNIT) – NOVEMBER (2021 TO DATE)**

**POSITION: CUSTOMER SERVICE REPRESENTATIVE**

**RESPONSIBILITIES:**

* Greeted, welcomed and interacted with customers to help build good customer relations.
* Sold and marketed the company’s product to customers closed account and loan verification before final approval
* Opened and maintained customer accounts by recording account information
* Resolved product and service problems by clarifying the customer’s complaints.
* **ELECTORAL COMMISSION OF GHANA (DECEMBER 2016)**

**POSITION: PRESIDING OFFICER**

**RESPONSIBILITIES:**

* Complied with any instructions issued by the Local Returning Officer
* Ensured the secrecy and security of the ballot
* Organized the layout of the polling station and liaise if required with the key close of the Poll Clerk
* Opened and closed station on time
* Maintained order in the polling station
* Polite and professional in dealing with voters, candidates agents and others entitled to be present in the polling station and acted impartially at all times
* Accounted for all the ballot papers, paperwork and ballot boxes
* Ensured the proper procedure for voting is allowed and ensured that the corresponding number is marked correctly.
* **K9 SECURITY SERVICES (FEBRUARY 2013 - DECEMBER 2015)**

**POSITION: CHIEF SECURITY**

* Managed and reviewed existing security measures, updating protocols and submitting reports as required
* Ensured proper documentation of all occurrences within the facility
* Ensured that security personnel are aware of all security procedures
* Wrote and submitted security reports on the state of security in the organization
* Provided training for security guards including routine fitness drills
* Maintained law and order within the facility to protect life and property
* Checked and ensured the guards are performing their duties as expected
* Assigned duties and scheduled security personnel in line with the needs of the company and efficiency standards.
* **GALILEO TRADING LIMITED (JUNE 2012 - JANUARY 2013)**

**POSITION: STOREKEEPER**

**RESPONSIBILITIES:**

* Kept a record of sales and restocked the store accordingly
* Managed and trained store staff
* Planned promotional campaigns for new products or specials
* Ensured that the store is kept clean and organized
* Mediated any confrontations between staff and clients, and de-escalate the situation
* Made a payment of revenue received into the company’s bank account.

**LEADERSHIP ROLES**

* President - Ghana National Association of Adventist Students (GNAAS)

1. - 2021)

* Vice President - Ghana National Association of Adventist Students (GNAAS)

(2019 – 2020)

* Vice President - Ghana National Association of Adventist Students (GNAAS) (2018 - 2019)
* Secretary - Wa Senior High School (Science Club)

(2011 - 2012).

**ACHIEVEMENTS**

* Good written/verbal communication and interpersonal skills
* Built and maintained positive, mutual and productive working and customer service relations
* Assisted in increasing the revenue for Abosomakotere Cooperative Union from GH¢15, 000.00 to GH¢20,000.00 daily through effective marketing of the company’s products and services
* Assisted in maintaining peace by ensuring free and fair presidential and parliamentary elections in 2016
* Assisted in reducing theft cases and crime rate in K9 security company from 4 to 0 every year by instilling discipline and vigilance in the security officers.

**SKILLS AND COMPETENCIES**

* Versatile with the ability to run new task analytical and problem-solving skills
* Competent use of Microsoft Office (Word, Excel and PowerPoint)
* Strong teamwork and collaboration skills
* Ability to build positive, mutual and productive working relationships.

**HOBBIES**

* Singing
* Travelling around
* Listening to music
* Watching movies.

**REFEREES**

Referees are available on request.