

EMMANUEL AMPONSAH FRIMPONG

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CAREER SUMMARY

Banking professional with over three years of experience in financial services, specializing in client relationship management and investment advisory. Expert in financial statement analysis and delivering tailored solutions that drive customer satisfaction and business growth. Successfully created 150 new customer accounts and exceeded annual investment sales targets by 20%. Holds a Bachelor of Arts degree in Economics and Finance, and is a certified Chartered Accountant. Passionate about fostering long-term financial growth and building lasting client relationships through strategic insights and exceptional service delivery.

PROFESSIONAL EXPERIENCE

Zenith Bank Ghana

[September 2021- Present]

Bank Teller / Cash Department

- Processed daily transactions with accuracy and efficiency.
- Provided exceptional customer service, addressing inquiries and resolving issues.
- Managed cash drawer, ensuring accurate balancing and security protocol adherence.
- Maintained detailed records and prepared reports for management review, including end-of-day reconciliation.

Investment Advisor

- Delivered tailored investment advice to clients.
- Monitored market trends and economic conditions.
- Assessed clients' financial situations and risk tolerance.
- Recommended suitable investment products to achieve clients' financial goals.

Financial Statement Analyst

- Identified trends, risks, and opportunities for improvement.
- Provided insights and recommendations to customers and internal stakeholders.
- Analysed financial statements, including balance sheets and income statements.

Databank Ghana

[April 2019 to May 2019]

Sales and Marketing Representative

- Sold out MFund (an investment package to customers) exceeding targets.
- Created over one hundred and fifty (150) accounts for new customers.

EDUCATION

University Of Ghana

Legon-Accra, Ghana

B.A in Economics and Banking and Finance.

[2021]

CERTIFICATIONS

Institute of Chartered Accountants, Ghana (ICAG)

[2024]

SKILLS

- | | |
|------------------------------------|----------------------------|
| • Business Analysis | • Microsoft Office Mastery |
| • Data Analysis | • Communication Skills |
| • Financial Analysis | • Quality Assurance |
| • Record keeping | • Teamwork and Leadership |
| • Cash handling and reconciliation | • Time management |

ACHIEVEMENTS

- Achieved third place in a financial literacy competition at the University of Ghana (2019).
- Successfully onboarded over 150 new clients within a single fiscal year, contributing to the growth of the bank's customer base.

VOLUNTEERING EXPERIENCE

Community Teaching Volunteer

Kade, Eastern Region

[April 2019]

- Organized and led educational sessions for over 50 children during school vacations, focusing on Mathematics Science, and English
- Developed lesson plans and fostered an engaging learning environment.
- Enhanced communication and leadership skills through regular interaction with students and parents.

REFERENCES

Are available upon request.