

FELICIA MENDS

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SUMMARY

An experienced, humble and self-dedicated lady also believes in excellence, service with integrity and personal development.

EDUCATION

MPA – Master of Public Administration August 2020 – November 2022
Kwame Nkrumah University of Science and Technology – Kumasi, Ghana

BA - Chinese and Political Science August 2010 – June 2014
University of Ghana – Legon, Accra- Ghana

Certificate in Virtual Assistant June 2024
ALX – Africa

WORK EXPERIENCE

TEMPORARY CONTRACT

May 2022 - Present

- Temporary officer at Electoral Commission of Ghana

Human Resource and Administrative Manager
Yilo Star Microfinance Limited – Eastern Region

January 2020 - November 2020

- Skillfully managed administrative responsibilities including: maintenance issues, incident reports,
- handling of confidential information and conflict resolution.
- Staff Database Management
- Manpower/ succession planning
- Prepared HR reports
- Attendance Tracking
- Handled Staff Disciplinary Issues
- Handled Staff Training and development
- Handled Staff compensations and benefits
- Ensured compliance to policies

Assistant Board Secretary
Yilo Star Microfinance Ltd – Eastern Region

January 2020 - November 2020

- Handled BOD meeting Minutes
- Filing and Safekeeping of Board Files and confidential documents
- Handled other administrative duties of Board of Directors
- Handled other duties assigned by members of the Board

Branch Manager
Yilo Star Microfinance Ltd

January 2019 - December 2019

- Oversee to daily Operations of the Branch
- Conducts research and feasibility studies
- Coordinate activities of the various departments
- Prepared Branch Weekly and Monthly Reports
- Handled Administrative Duties of the Branch
- Attended to all HR related issues of the branch and reported to HR manager
- Attend Management meetings-
- Managing Branch Finance

Branch Operations Manager**May 2019 - August 2020****Yilo Star Microfinance Ltd – Asesewa Branch**

- Ensured availability of cash to tellers for the day-to-day banking operations.
- Ensured that all cash is recorded securely locked in the vault at the end of each day.
- Responsible for the custody and safety of all branch assets and ensured that movable assets are logged.
- Managed and provided assistance to training staff.
- Oriented new employees on the basics of banking as well as the company's policies and procedures.
- Ensured daily and weekly briefings on operational issues.
- Preparing report on cash flows.
- Handle customer misunderstandings and other issues that are beyond customer service personnel.
- Monitor other operations of other tellers in order to deal with any panic withdrawals
- Ensure that the vault limit is not exceeded or below limit and is secured each day.
- Ensure vault maintenance

Administrative Assistant/ Customer Service Manager**August 2017 - August 2020****Yilo Star Microfinance Ltd – Nkurakan Branch**

- Receive and file all incoming letters and official documents.
- Ensure effective retrieval of all official document
- Handle incoming call and all inquiries
- Printing, typing, photocopying and scanning of documents.
- In charge of stationary Receive and welcome customers and direct them to the appropriate department.
- Processes all new accounts. Keep records of customer interactions and transactions.
- Checking customer balances, assist customers to fill deposit slips and withdrawal forms

SKILLS

- MS Word, PowerPoint, Excel
- Google Workspace
- Email Management
- Strategic Planning
- Familiar with HRIS
- Project Coordination
- Good Communication Skills
- Good research skills

REFEREES

Provided upon request