Gloria Esi Bekyere Arthur

Mobile: +233 055 348 5757 Email: maamesi.b.arthur@gmail.com

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| PROFESSIONAL SUMMARY | Proactive and detail-oriented Human Resource professional with experience in administrative management and HR operations. Demonstrable expertise in improving operational efficiency, fostering employee engagement, and ensuring compliance. Adept at leveraging CRM tools and data-driven decision-making to enhance organizational processes. I am ambitious to grow a career in HR, with a strong foundation in administrative support, benefits processing, and employee relations. | |
| **WORK HISTORY**07/2022-11/2025 09/2020-07/2022 | **Human Resources and Administrative Manager**  **Ovance International (Remote)**  **Key Duties and Responsibilities:**   * Streamlined filing systems, ensuring 100% compliance with UK visa processing standards. * Increased efficiency in handling customer queries by responding within 24 hours. * Spearheaded CRM workflow automation, boosting team productivity by 25%. * Designed visually engaging presentations using Canva to support managerial decisions. * Established and maintained strong stakeholder relationships, enhancing trust and collaboration. * Responded promptly to employee queries regarding contracts, benefits, and onboarding, improving HR response time by 25%. * Coordinated end-to-end onboarding for new hires, including country-specific documentation and system setups. * Maintained employee records within HRIS, ensuring high accuracy and timely updates.   **Ankaful Psychiatrist Hospital**  **Administrative Assistant**  **Key Duties and Responsibilities:**   * Developed an efficient indexing system, reducing file retrieval time by 30%. * Managed personnel records and coordinated inventory, ensuring accurate documentation. * Drafted high-quality interoffice memos and external correspondence, fostering clear communication. * Responded to public queries with professionalism, improving service satisfaction ratings | |
| **SKILLS &****INTERESTS** | * Microsoft Office Suite * CRM Technology * Workflow Automation * Compliance management | * Excellent written and Oral Skills * Time management * Teamwork * Employee relations and conflict resolution |
| **EDUCATION** 08/2016-09/2020 | **Bachelor of Arts, Psychology**  *University of Ghana, Legon* | |
| CERTIFICATIONS  2023  2022  2024  2025 | **Google Data Analyst Professional Certificate**  Coursera  **Intermediate Spreedsheets**  DataCamp  **ADP – Compensation and Benefits Analyst**  Coursera  **Python for everybody**  Coursera | |
| **REFERENCES** | Ms. Dorcas Abruquah  Recruitment Manager  Ovance International  +44 7765 364305  Mr. Jeffrey Baafi  Managing Director  Ovance International  +44 7702 330030 | |