

# Jedidah Ama Roberts

## Curriculum Vitae

### Professional Summary

Multifaceted administrative and operations professional with 3+ years of experience supporting executives, streamlining workflows, and coordinating cross-functional teams. Skilled in managing executive calendars, confidential documentation, and reporting, with a proven ability to create structure that allows leaders to focus on strategy. Currently advancing technical expertise in frontend development through the MEST Africa & Generation Ghana program, bringing a unique blend of organizational excellence and digital fluency.

### Key Skills

- Executive & Administrative Support: Calendar Management, Confidential Documentation, Diary/Inbox Management, Report Writing
- Project Coordination: Cross-Team Scheduling, Event Planning, KPI Tracking, Process Optimization
- Tools & Technology: Google Workspace, Microsoft Office Suite, Zoom, Microsoft Teams, Trello (familiar), Slack (familiar)
- Technical Skills: HTML, CSS, JavaScript, React (in progress), Tailwind CSS, GitHub, Version Control
- Core Strengths: Communication, Time Management, Problem Solving, Adaptability

### Professional Experience

#### **Operations Associate & Project Coordinator | Naya by Africa – Accra, Ghana**

Jan 2025 – May 2025

- Streamlined executive schedules, meeting coordination, and daily operations, ensuring cross-functional alignment.
- Maintained executive SOPs, onboarding documents, and knowledge bases to improve efficiency.
- Coordinated communication between departments and external partners, reducing delays in project workflows.
- Assisted leadership with KPI tracking and internal reporting using Google Sheets and Excel.
- Organized internal events and training sessions, handling all logistics and follow-up documentation.

#### **Branch Manager | Kab-Fam Ghana Limited – Accra, Ghana**

Oct 2023 – Dec 2024

- Directed branch operations, including sales, inventory, customer relations, and staff training.
- Increased monthly sales targets by 15% through customer-focused service strategies.
- Supported the CEO with diary management, confidential reporting, and executive-level documentation.
- Handled customer escalations and maintained a consistently high satisfaction rating.

#### **Customer Service Representative | Kab-Fam Ghana Limited – Accra, Ghana**

May 2023 – Sept 2023

- Onboarded and supported a portfolio of 1,000+ customers, improving retention by 5% within three months.
- Delivered administrative support to senior management, including scheduling and sales reporting.
- Identified upsell opportunities by analyzing client feedback and purchase patterns.
- Supported the Country Manager of Haier with scheduling and lead generation.

#### **Service Delivery Officer (Remote, Contract) | Surfine Communications – Accra, Ghana**

Dec 2022 – Apr 2023

- Managed CRM systems to track service delivery and improve client satisfaction.
- Collaborated across remote teams using Zoom and Microsoft Teams.
- Prepared budget tracking reports and managed vendor relations.

- Provided operational and financial reporting support for leadership.

### **Secretary & Cashier | Hidden Treasures Academy – Kumasi, Ghana**

Nov 2015 – Sept 2017

- Managed daily correspondence, appointment scheduling, and financial transactions.
- Maintained payroll records and reconciled accounts.
- Delivered frontline customer support while handling sensitive records.

### **Teaching & Research Assistant | University of Education, Winneba**

Oct 2021 – Sept 2022

- Supported professors with lectures, marking, and research documentation.

### **Education**

- Bachelor of Arts in Economic Education (First Class Honors) – University of Education, Winneba (Dec 2021)

### **Certifications**

- English Proficiency Certificate (Duolingo English Test), Valid: Mar 2022 – Mar 2024

### **References**

Available upon request