

Contact

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Core Values

- ✓ Integrity
- ✓ Discipline
- ✓ Continuous Learning
- ✓ Innovation
- ✓ Leadership
- ✓ Excellence
- ✓ Resilience
- ✓ Empowerment
- ✓ Service
- ✓ Versatility
- ✓ Accountability
- ✓ Vision
- ✓ Community Development

Mission Statement

To leverage my multidisciplinary expertise in administration, technology, and leadership to drive organizational efficiency, empower teams, and deliver innovative solutions—while upholding integrity, continuous learning, and a commitment to impactful service that transforms systems, people, and communities for lasting growth.

Information Technology Proficiency

- MS Word	- CSS
- MS Excel	- QuickBooks
- MS Access	- React.JS
- MS PowerPoint	- Firebase
- JavaScript Language	- MongoDB
- Python Language	- MySQL
- Next.JS Library	- Canvas
- HTML	- VS Code
- Sage Accounting	- Django
- Instagram Tools	- LinkedIn
- Django Framework	- AWS Cloud Computing
- Bootstrap	- Node.JS

Profile

**Yaw Safo Marfo** is a dynamic and detail-oriented administrative professional with a strong foundation in customer service, operations management, and business consultancy. With years of experience across finance, IT, real estate, and education sectors, he excels at streamlining processes, supporting executive functions, and fostering exceptional client relationships. **Yaw** is the founder of Answers Business Services, where he provides business registration and advisory solutions. Known for his reliability, adaptability, and clear communication, he brings strategic thinking and dedication to every role. His passion for efficiency, teamwork, and service excellence makes him a valuable asset in any administrative or client-facing position.

Education

	Program	Institution	Date
1	Bachelor of Science in Administration, Accounting Option	University of Ghana	2015
2	Professional Certificate in Fullstack Web & Mobile Development	OpenLabs Ghana, NIIT	2022
3	Professional Certificate in Python Programming	OpenLabs Ghana, NIIT	2022
4	Executive Masters in Alternative Disputes Resolution	Institute of Paralegal Training and Leadership Studies	2016
5	English Language Instructor (Certified TEFL Teacher)	TEFL Professional Development Institute – 120-Hour Certification	2024
6	West African Senior Secondary Certification Education: Business Studies	Sunyani Senior High	2011
7	-Fashion Design & Illustrations -Branding Building Workshop -Concept Development and Ideation	Riohs College of Design	2025

Professional Work Experience

Position & Date	Roles	Institution & Location
-Head of Mobile & Electronic Banking;  -Credit Manager  -2020 to 2025	<ul style="list-style-type: none"><li>Reviewing, authorizing and recommending loans for approval. Assessing the risk of Loan applicants.</li><li>Coordinating with our mobile bankers to enabling customers to access banking services easily, quickly and conveniently anytime, anywhere.</li><li>Lead and oversee the Mobile Banking department, responsible for providing seamless and secure electronic banking services to customers.</li><li>Collaborate with cross-functional teams, including IT, operations, and marketing, to ensure smooth integration and operation of electronic banking systems.</li></ul>	<b>Kantanka Financial Cooperative Society Limited</b>  <b>Achimota, Greater Accra</b>

**Certifications & Awards from  
Schools, Church, Workshops &  
Webinars**

	Certification & Awards	Institution
1	BSc in Administration (Accounting Option)	University of Ghana
2	National Service (E-government Department)	Ghana Revenue Authority
3	Executive Masters in Alternative Disputes Resolution	Institute of Paralegal Training and Leadership Studies
4	Certified TEFL Teacher	TEFL Professional Development Institute
5	Fullstack Web & Mobile Development	OpenLabs Ghana
6	Python programming	OpenLabs Ghana
7	Cloud Computing	OpenLabs Ghana & Skill Africa Ltd
8	Grow Your Business Using Instagram	OpenLabs Ghana & Skill Africa Ltd
9	Data Analysis With Excel	OpenLabs Ghana & Skill Africa Ltd
10	Cyber Security	OpenLabs Ghana & Skill Africa Ltd
11	Value Creation Submit	Tigo & Sunyani Technical University SRC Campus Storm
12	What The Employers Need	Turning Page & Vodafone Seminar
13	Kantanka Excellence Awards (WASSCE Exams)	Kristo Asafo Mission of Ghana
14	Kantanka Excellence Awards (BECE Exams)	Kristo Asafo Mission of Ghana
15	WASSCE, Business Studies	Sunyani Senior High
16	Most Discipline Student	Youth of Kristo Asafo, University of Ghana Branch
17	President	Business Department, Sunyani Senior High
18	Second In Command	Ghana Army Cadet Corps, Sunyani Senior High School
19	Main House Prefect	P D Quartey House, Sunyani Senior High

**Professional Work Experience**

Position & Date	Roles	Institution & Location
<b>-Computer Programmer &amp; IT Support Specialist</b>  <b>--2019 To date</b>	<ul style="list-style-type: none"> <li>Developed, maintained, and optimized websites and digital platforms for internal and client projects.</li> <li>Designed and deployed custom software solutions tailored to business needs, improving operational efficiency.</li> <li>Provided IT support services including troubleshooting, system updates, server management, and software installations.</li> <li>Researched and adopted emerging IT trends, including Artificial Intelligence applications, to innovate solutions.</li> <li>Delivered consultation and support on digital transformation projects, focusing on system integration and automation.</li> <li>Created and managed web animations and interactive features for enhanced user experience and engagement.</li> <li>Conducted staff training and technical support sessions to improve technological adoption across organizations.</li> </ul>	<b>-Blackmind Technology &amp; Partner Firms</b>  <b>– Accra, Greater Accra</b>
<b>Administrator</b>  <b>-2017</b>	<ul style="list-style-type: none"> <li>Ensuring strict confidentiality regarding all business and client matters.</li> <li>Authoring, maintaining, and distributing a myriad of financial and production reports including cash flow reports, invoices, purchase orders, contracts, vendor, and job files.</li> <li>Ensuring production agendas remained on track and within projected guidelines.</li> <li>Studying, inspecting and assessing; budgets, balance sheets and other related financial statements and records.</li> </ul>	<b>-Sanyakwa Construction Company Ltd</b>  <b>-Accra, Greater Accra</b>
<b>-Finance Officer</b>  <b>-2017</b>	<ul style="list-style-type: none"> <li>Preparing payroll, invoices, requisitions, stock taking, tax computations, budgets and other related financial transactions</li> <li>Tracking the company's financial status and performance to identify areas for potential improvement</li> <li>Reviewing financial data; Prepare Weekly, Monthly and Annual reports</li> <li>Presenting financial reports to Board and Stakeholders.</li> </ul>	<b>-WASP Company Ltd</b>  <b>-East Legon, Greater Accra</b>

## Major Projects, Initiatives & Strategic Policies

- ✓ **Interview Panel Member – Kantanka Financial Co-operative Society Ltd. (KFCS):** Appointed to lead the New Staff Interview Panel. Reviewed applications, conducted interviews, and helped select qualified candidates, contributing to improved recruitment standards and staffing outcomes.
- ✓ **Orientation & Training Coordinator – KFCS:** Organized and facilitated on-boarding sessions for new staff, ensuring smooth transitions and consistent understanding of organizational values, digital platforms, and operational protocols.
- ✓ **Team Lead – KFCS Shares Mobilisation Campaign:** Led a focused campaign to promote and increase member share subscriptions. The initiative resulted in significant capital growth and enhanced member engagement.
- ✓ **Development of Operational Processes – KFCS Electronic Banking:** Designed and implemented operational processes and workflow systems for the Electronic Banking department. Optimized service delivery, reduced error rates, and improved customer satisfaction through digital channels.
- ✓ **External Education & Awareness – KFCS Products & Services:** Spearheaded outreach initiatives to educate the public and potential clients about KFCS's financial products. Strengthened brand visibility and attracted new membership through strategic Institution engagement.
- ✓ **Business Plans & Proposals – Answers Business Services:** Prepared customized business plans and proposals for clients across industries. Supported new startups in articulating value propositions and securing registrations, enhancing their success rate and branding coherence.
- ✓ **Course Representative – Riohs College of Design (Fashion Class):** Elected as class leader and served as a communication bridge between school authorities and students. Successfully coordinated academic schedules, addressed peer concerns, and helped foster a collaborative learning environment.
- ✓ **Brand Development for Blackmind Technology & Blackmind Couture:** Led the complete branding strategy and execution for two entrepreneurial ventures—Blackmind Technology (tech consultancy and solutions) and Blackmind Couture (fashion brand).

## Professional Work Experience

Position & Date	Roles	Institution & Location
<b>-Regional Financial Secretary</b>  <b>-2018 To Date</b>	<ul style="list-style-type: none"> <li>▪ Managed and monitored regional finances, ensuring accountability and accurate financial reporting.</li> <li>▪ Prepared budgets, tracked expenses, and submitted monthly financial statements to national headquarters.</li> <li>▪ Organized and documented all financial records, income, and expenditure for church projects and events.</li> <li>▪ Supported regional leadership in planning and executing spiritual, youth, and social development programs.</li> <li>▪ Liaised with local branches to ensure compliance with church administrative procedures and financial guidelines.</li> <li>▪ Provided mentorship and guidance to regional youth groups on leadership, discipline, and community service.</li> </ul>	<b>Kristo Asafo Mission of Ghana–</b>  <b>Bono &amp; Ahafo</b>
<b>SUPERVISOR &amp; REP-YOUTH IN AFFORESTATION</b>  <b>-2019</b>	<ul style="list-style-type: none"> <li>▪ Supervises tree pruning, trimming and cutting activities.</li> <li>▪ Supervises the use of hand and power saws, rope pulleys, cherry picker and other equipment</li> <li>▪ Recommends schedules of tree preventive maintenance</li> <li>▪ Prepare routine reports on work activities</li> <li>▪ Supervises tree planting and transplanting</li> <li>▪ Determine appropriate location for new trees.</li> </ul>	<b>-Forestry Commission</b>  <b>-Sunyani, Bono Region</b>
<b>-Audit Assistant</b>  <b>-2017</b>	<ul style="list-style-type: none"> <li>▪ Executing checks on the accuracy of accounting systems and procedures.</li> <li>▪ Verifying and inspecting accounts receivable and payable ledgers and general ledger for its accuracy.</li> <li>▪ Checking, inspecting and reconciling bank deposits and payments.</li> <li>▪ Studying, inspecting and assessing; budgets, balance sheets and other related financial statements and records.</li> <li>▪ Checking and verifying accounting books and records are in conformity with industry practices and corporate policies.</li> </ul>	<b>PKF Ghana (Accounting, Audit &amp; Business Advisory)</b>  <b>– Accra, GR</b>
<b>Data Entry, Welfare And Client Services</b>  <b>-2015-2016</b>	<ul style="list-style-type: none"> <li>▪ Helping clients in filing their tax returns.</li> <li>▪ Advising clients on tax payments and other formalities.</li> <li>▪ Handling the Clients queries related to tax payment</li> <li>▪ Registration of tax payers by capturing their data through the electronic system and managing their tax database.</li> </ul>	<b>Ghana Revenue Authority</b>  <b>– Accra, GR</b>

## Hobbies & Passions

- ✓ Creative Fashion Designing
- ✓ Technology Exploration
- ✓ Business Development
- ✓ Teaching & Mentoring
- ✓ Content Creation
- ✓ Art & Illustration
- ✓ Reading & Research
- ✓ Music & DJing
- ✓ Community Service
- ✓ Public Speaking

## Referees

### Mr. Francis Kudjo Kudjordjie

- General Manager,
- Kantanka Automobile Limited
- Greater, Accra
- Mob. N#: +233-546-066-995
- kojokujoji@gmail.com

### Ms. Mary Mould

- Principal Revenue Officer,
- Ghana Revenue Authority,
- E-Government Department,
- Accra, Greater Accra,
- Mob. N#: +233-20 817 4660

### Mr. Collins Kwadwo Safo, CGMA ACMA CA

- Internal Auditor
- CAGD Regional Directorate
- Sunyani, Bono Region
- Mob. N#: +233 24 207 0322
- Collins.safo@cagd.gov.gh

## Professional Work Experience

Position & Date	Roles	Institution & Location
<b>CEO &amp; Business Consultant</b>  <b>-2017 to Date</b>	<ul style="list-style-type: none"> <li>▪ Assisting individuals and organizations with business registration, renewals, amendments, and regulatory compliance across Ghana.</li> <li>▪ Provided strategic consultancy for start-up operations, offering tailored guidance on business structure, market entry, and sustainability.</li> <li>▪ Advised clients on <b>branding and positioning</b>, helping them establish credible brand identities and digital presence.</li> <li>▪ Maintained high client satisfaction through efficient service delivery, professionalism, and business growth insights.</li> </ul>	<b>Answers Business Services (Registrations &amp; Consultancy)</b>  <b>Accra, GR</b>
<b>Administrative Assistant &amp; Mediator</b>  <b>-2015</b>	<ul style="list-style-type: none"> <li>▪ Performing general clerical duties to include but not limited to: photocopying, mail distribution and filing.</li> <li>▪ Assisting the senior accountant with various tasks, including preparing budgets, records, and statements</li> <li>▪ Creating and modifying various documents using Microsoft Office.</li> <li>▪ Coordinating meetings and conference calls as needed or anticipated.</li> <li>▪ Assisting in the settlement of Disputes presented by Clients.</li> </ul>	<b>Mediation Centre, Legal Aid Commission</b>  <b>–Sunyani, BA</b>
<b>Treasurer</b>  <b>-2014</b>	<ul style="list-style-type: none"> <li>▪ General financial oversight</li> <li>▪ Preparing and monitoring budgets and maintains accurate financial records</li> <li>▪ Funding, fundraising and sale of union souvenirs</li> <li>▪ Financial reporting</li> <li>▪ Banking, book-keeping and record-keeping</li> </ul>	<b>Youth of Kristo Asafo –</b>  <b>-University of Ghana Branch, Accra-Legon</b>