BENJAMIN SARPONG

Accra, VV40 | +233509531479 | benjaminsarpong120@gmail.com

**Professional Summary**

Accomplished Business Owner experienced in developing high-performing, profitable companies. Achieves growth through focused planning, forecasting and strategy. Exceeds client needs through focused, attentive care.

**Experience**

Business Owner 02/2021 to Current

LOFTY FOREX INSTITUTE

* As the owner of Lofty Forex Institute, I was responsible for the growth and daily operation of the business
* I tackled Customer service, ensured monthly sales target is reached Partnered with a registered financial broker (LiteFinance) as an Introducing broker to tackle on marketing.
* Utilised effective communication skills to enable successful resolution of issues and conflicts.
* Used social media to expand market reach and facilitate sales agent recruitment.
* Provided organisational leadership and established business vision to achieve sales, profit and revenue goals.
* Oversaw customer interaction, quality control and stakeholder relations and addressed complaints to improve service delivery and increase client retention.

**Core Qualifications**

|  |  |
| --- | --- |
| * Financial Strategy * Bookkeeping * Issue Resolution * Financial Management * Quantitative Business Analysis | * Business Planning * Employee Retention Strategies * Business Analysis * Employee Development * Process Improvement |

**Education**

High School Certification

St. Augustine's College Ghana

Four years’ experience in the financial market industry.

**AWARDS AND ACKNOWLEDGEMENTS**

Honoured to be invited to the United Arab Emirates (Dubai) to attend the global Dubai forex expo as an appreciation from LiteFinance for a stellar work done as an affiliate marketer for them. Invited to Tanzania to host a forex training program. Hosted five forex events across Ghana.