

# SANDRA OPOKUAH

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## SUMMARY

Young professional seeking to contribute to a dynamic corporate organization by utilizing my educational knowledge and work experience to meet challenges and deliver high-quality service

## EDUCATION

### Ghana Investment and Security Institute - Ongoing

#### Securities Courses

- Completed and passed exams in *Fundamentals & Intermediate*

Accra, Ghana

2022- Ongoing

### University of Ghana

#### BA Psychology

- Minor in Adult Education

Accra, Ghana

2015 - 2019

## EXPERIENCE

### First Finance Company Limited

#### Operations Officer

- Developing an efficient and accurate direct debit processing approach, through regular reconciliation of accounts, record keeping, resolving discrepancies, compliance and collaborating with teams to optimize and increase deposits/inflows.
- Maintaining records, handling correspondence, and providing general support to staff and management.
- Collaborating relevant authorized reports to ensure compliance.
- Reconciling all deposits and withdrawals for the month, custody positions with fund manager's position to avoid penalties.
- Preparing memos for all investments or redemptions and liaise with various banks to ensure transfer is effected timely.
- Actively collaborating with Finance manager to disburse, reconcile and ensure security of the petty cash fund.
- Regularly monitoring and replenishing office supplies to ensure they are always available, and work is not disrupted due to shortages.
- Provided training for new employees on the use of company software
- Daily fund operations of portfolios; mutual funds, managed individual accounts and sending out of daily fund prices to investors on our mailing list.

Accra, Ghana

September 2021-present

### First Finance Company Limited

#### Client Service & Administrative Executive

- Developed understanding and the need to stay close to the demands and expectations of clients to ensure client satisfaction.
- Demonstrated high-level relationship building and maintenance experience in daily interactions with clients to ensure satisfaction and retention especially for the inherited unit trust fund clients.
- Managed the distribution of incoming correspondence to the appropriate departments and individuals.
- Developed memos and transfer letters for settlements, cheque preparation, allowance processing and procurement.
- Handled redemption and withdrawal requests received from relationship managers, emails and walk-in clients and ensured timely disbursement of funds.

Accra, Ghana

January 2021 - September 2021

### Bulk Oil Storage and Transportation Company Ltd

#### National Service Person - Safety/Operation Department

- Assisted in organizing bi-weekly safety meeting where I gave presentations.
- Collaborated in organizing risk assessment sessions for the various department.
- Assisted Safety Manager on field inspection at the depots.

Accra, Ghana

September 2019 - August 2020

## ADDITIONAL INFORMATION

### LEADERSHIP EXPERIENCE AND EXTRA CURRICULAR ACTIVITIES

- President-Young People's Guild (Ascension Presbyterian, North Legon) - 2022-Present
- Volunteered with Databank Read-Aid - 2018/19
- Treasurer-Young People's Guild (Ascension Presbyterian, North Legon) - 2018-2021
- Financial Secretary-UNIGAPS - 2018/19

**Personal Skills and Competencies:** Team player; Teachable; Able to work with little or no supervision

**Relevant Skills:** Proficient in Microsoft Office Suite; SPSS

**Referees:** Provided on Request