* Solution and Result Oriented
* Microsoft Office
* Customer Service
* Database Administration
* Organized the first ever Arts, Science and Innovation competition in Ghana for children.
* Wolny Duch International (Personal Project)

# Contact

+233243440324

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# Hobbies

* Traveling
* Reading
* Networking

# Education

BSC ADMIN Human Resource Management

Central University College, Accra, Ghana.

October 2006 – July 2010

# Achievements

* Volunteered to teach creative writing in some schools

# Highlights

* Human Resource Managerial
* Customer Service Orientation
* Decision Making
* Strong Communication Skills
* Team Player
* Interpersonal Relationship

# Experience

**English Tutor (Remote) - 10/2019 - Currently**

**Bibo Global Opportunity LTD**

• Teach English as a second language to foreign Business Professionals and have retained about 50% of students for the company

• Coach Foreign Business Professionals with low proficiency in English on how to prepare for interviews and presentations and communicate effectively in English.

• Assist students and professionals who are preparing to take tests such as TOEFL and IELTS to ace the tests.

**Human Resource Executive - 05/2014 to 04/2016**

**Lancaster University Ghana**

* Developed long and short term recruitment strategies and plans.
* Provided effective administrative assistance to the Human Resource department and all other departments to provide maximum support to all staff in performing their duties
* Planned and coordinated orientation, training and development workshops for new staff..
* Managed the Human Resource database and ensured that it was always accurate and updated promptly.

**Customer Service Representative- 08/2012 to 05/2014**

**Millicom Ghana LTD(Tigo)**

* Educated customers on products and services, functions, features and competitive advantage..
* Established and maintained professional business relationships with customers to improve customer experience and enhance the company's brand.
* Acquired great knowledge of products, services, software and programs used in the company to provide maximum support to both customers and colleagues whenever possible and whenever issues or questions arose
* Ensured Key Customer Data was adequately captured and prompt documentation of transactions and information on customer care needs/issues were delivered.

**Customer Service Representative - 03/2010 to 08/2012** **Scancom Ghana LTD(MTN)**

* Acted as a strong link between candidates and management and provided information, advice and guidance on all product and recruitment related issues..
* Prepared detailed monthly reports for the Human Resource department.

*A Human Resource professional with proven experience in staff management, recruitment and selection of top talent from a large pool of candidates and administering general HR policies and procedures. My goal is to grow to be a sought-after Recruitment Specialist who contributes immensely to the successes of organizations and making lasting and sustainable impact wherever I find myself.*

YAA POKUA BAAFI