

Emmanuel Tetley Odonkor

odo21002@byui.edu | +233 543257254 | <https://www.linkedin.com/in/emmanuel-odonkor01>

Education

Computer Support Certificate

Jul. 2021

Brigham Young University–Idaho

Rexburg, Idaho, U.S.A.

- Business Application
- Help Desk Support
- Windows Management
- Network Administration
- Computer Security
- Mobile Device Management

PathwayConnect Certificate

Dec. 2020

BYU–Pathway Worldwide

U.S.A.

- English language speaking & writing
- Online teamwork & collaboration
- Leadership & time management
- Decision making & problem solving
- Mathematical reasoning
- Effective communication

West African Senior School Certificate Examination

Jun. 2019

Akwamuman Senior High School

Akosombo, Eastern Region, Ghana

General science

Experience

Administrative Assistant

Jun. 2021 – Date

Josa Health Centre

Ashaiman, Greater Accra, Ghana

- Performed clerical duties such as printing, photocopying, filing, etc.
- Designed excel templates to record daily transactions resulting in a 99% accurate financial report.
- Updated patients' medical records on each visit to the clinic.
- Kept all financial records and presented financial reports to management.
- Compiled medical records and charts for future references
- Recorded minutes at every staff meeting helping staff not present to get access to the topic discussed.
- Assisted the Administrator in processing insurance payments and made deposits at the bank.
- Answered phone calls in a timely manner using good customer service skills and provided necessary information to clients leading to 80% client satisfaction.
- Maintained record of staff and office supplies, and replaced finished items.

Cashier

Sept. 2021 – Date

Josa Health Centre

Ashaiman, Greater Accra, Ghana

- Handled payments for payments rendered to patients by receiving and handling them properly.
- Handled payments of clinical suppliers by ensuring that they are paid on time to avoid debts.
- Assisted front desk by providing information and helping patients in filling out admission forms.
- Created excel templates for recording the daily flow of cash.
- Created periodical reports for financial data and ensured that all related information are accurate resulting in making a smooth financial report.
- Reorganized the cash management system by implementing excel formulas which increased system efficiency by 50%

Pharmacy Auditor

Sept. 2021 - Date

Josa Health Centre

Ashaiman, Greater Accra, Ghana

- Checked inventory of the pharmacy and matched them with the information on the system.

- Ensured the pharmacy is sufficiently stocked with life-saving drugs and are sold on reasonable prices.
- Collected and analyzed data for gathering evidence for audit.
- Reviewed and enhanced procurement, sales and billing systems

Mobile Money Agent

Jun. 2019 – Jan. 2021

Abelord Enterprise

Afienva, Greater Accra, Ghana

- Provided 5+ warning signs in and outside of office to make customers aware of fraudsters leading to 14% increase customer satisfaction
- Educated customers on fraud awareness and how to secure personal account leading to 80% decrease in mobile money fraud and 14% increase in customer satisfaction
- Developed a tracking method for tracking finance resulting in a 100% financial report accuracy

ICT Teacher

Jan. 2020 – Dec. 2020

Steps Academy

Afienva, Greater Accra, Ghana

- Implemented early morning mental quizzes before start of every lesson, ensuring that students learn hard and rose number of average students by 25%
- Organized extra classes for 3 classes of 15+ students, prepared lesson materials and organized class assignments, leading to 35% improvement in exam grades
- Provided assistance to other teachers by teaching other class subjects when teachers are absent and in result caused students to be disciplined

Skills

- Time management skills
- Problem-solving skills
- Able to work with a team structure
- Compassionate and service oriented
- Demonstrate integrity and ethical behavior
- Analytical skills

Adapts quickly to newer technologies

- Operate office tools and devices
- Proficient in Microsoft office and excel
- Good typing skills
- Data entry skills
- Website design and management
- Social Media Management

Languages spoken

English

Twi

Dangme

Referees

Dr. Joseph S. Masopeh - Josa Health Centre

050 783 2448

Mr. Samson Arhin - Abelord Enterprise

024 450 8786

Mr. Franklin S. Dzah - Steps Academy

024 282 2651

