

FREDERICK AKWASI ADDAI

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EXPERIENCE

ALBERTRUST VENTURES - Supervisor; Kumasi, Bantama - Race Course, May 2023 – Present

- Data management, Client assessment and appraisal for loan facility, Customer service, and debt recovery relations.
 - I reduced the loan default rate by 12% by assessing over 100 clients monthly using a structured appraisal checklist, generating actionable risk profiles that improved lending decisions.
 - I improved data accuracy by 30% by designing and maintaining digital records in Google Sheets for over 200 client accounts, enabling efficient reporting and operational insights.
 - I accelerated loan processing time by 25% through data-backed client scoring and tracking in Google Sheets, increasing loan disbursement capacity by 10% weekly.

SPLENDOR HOTEL - Receptionist; Kumasi, Santasi - New Kegyasi, March 2018 – March 2023

- Customer service and relations, Office Management and Assistance, Departmental support, Conference and workshop organisation.
 - I increased guest satisfaction by 25% by responding to over 50 daily calls and walk-ins with prompt service, which improved front desk efficiency and reduced average wait times.
 - I supported administrative workflows by filling, writing reports, working on print documents, and ensuring the availability of stationery for smooth administrative activities.
 - I resolved 95% of tech issues by troubleshooting software updates, internet connectivity, and mobile device concerns, which minimized workflow disruptions for clients.

- I advanced my data skills by completing a database technology course, gaining foundational experience in querying, relational database structures, and data-driven problem solving.

EDUCATION

Christian Service University | Bachelor of Science (Computer Science) | Ashanti Region
- Kumasi

January 2022 - December 2025.

GPA: 3.51 / 4.0

IPMC College | Professional Diploma (Database Technology) | Ashanti Region - Kumasi
May 2020 - May 2021.

SKILLS & INTERESTS

Interests: Technology Articles and blogs, Nature, Reading and Research, Soccer

Languages: Native Twi, Official Language: English speaker.

Technical: SQL, JavaScript, Python, ReactJS, Flutter, Google Workspace,
Microsoft Office