

# JESSICA AKOSUA ADIKA

P. O. Box B/C 150 Burma Camp, Ghana Armed Forces| [jessica.a.adika@gmail.com](mailto:jessica.a.adika@gmail.com) | +233266410910|

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## PROFILE

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A dedicated and adaptable banking professional with five years of experience specializing in customer service within the financial sector. Adept at fostering positive customer relationships, resolving issues efficiently, and ensuring exceptional service delivery. Leveraging a strong foundation in translations, I bring a unique skill set that combines linguistic proficiency with a deep understanding of banking operations. Committed to delivering excellent customer experiences while contributing to the global financial landscape.

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## EDUCATION

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|---|------|---|------|
| ➤ GHANA INSTITUTES OF LANGUAGES (GIL), ACCRA<br>Bachelor of Arts in Translation – Third Class | 2015 | - | 2019 |
| ➤ UNIVERSITY OF CALAVI, BENIN<br>Diploma (French)   | 2017 | - | 2018 |
| ➤ AWUDOME SENIOR HIGH SCHOOL, VOLTA- GHANA<br>West African Examination Council                | 2010 | - | 2013 |

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## EXPERIENCE

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PRUDENTIAL BANK LIMITED, GHANA

SEPTEMBER 2020 - 2023

### CUSTOMER SERVICE PERSONNEL – EXECUTIVE ASSISTANT

- ❖ Demonstrated exceptional calendar management skills by effectively coordinating and prioritizing executive schedules. Proactively identified and resolved scheduling conflicts, ensuring seamless coordination of appointments, meetings, and travel arrangements.
- ❖ Provided exceptional customer service, addressing inquiries and resolving issues promptly and achieved a customer satisfaction rating of 95%, exceeding departmental targets.
- ❖ Actively promoted bank products and services, contributing to a 15% increase in cross-selling.
- ❖ Spearheaded the implementation of mobile banking services, enhancing customer experience and increasing digital adoption by 30% within the first year.
- ❖ Collaborated with cross-functional teams to develop and implement strategies for improving customer service satisfaction, resulting in a 25% increase in positive feedback.

- ❖ Implemented efficient organizational systems and streamlined administrative processes, resulting in a 15% increase in overall productivity.

PRUDENTIAL BANK LIMITED RRC BRANCH, GHANA

SEPTEMBER 2019-2020

#### NATIONAL SERVICE PERSONNEL

- ❖ Managed day-to-day operations of ATMs, ensuring optimal performance and availability.
- ❖ Developed and implemented preventive maintenance schedules, reducing downtime by 15% and minimizing service disruptions.
- ❖ Established protocols for ATM cash replenishment, leading to a 10% decrease in cash-related discrepancies.

MINISTÈRE DES AFFAIRES ÉTRANGÈRES ET DE LA COOPÉRATION, BENIN COTONOU

2018

#### ASSISTANT TRANSLATOR

- ❖ Assisted in translating written documents, texts, or spoken words from one language to another.
- ❖ Collaborated with senior translators to ensure accuracy, clarity, and cultural appropriateness in translations.
- ❖ Reviewed and proofread translated materials to identify and correct errors.
- ❖ Collaborated with senior translators to refine and enhance the quality of translated content.
- ❖ Conducted thorough proofreading and editing of translated materials to identify and rectify linguistic and grammatical errors.
- ❖ Assisted in the quality assurance process, contributing to the delivery of high-quality and error-free translations to clients.

MINISTRY OF FOREIGN AFFAIRS AND REGIONAL INTERGRATION, ACCRA

OFFICE ASSISTANT

JULY – SEPTEMBER 2016

- ❖ Provided comprehensive administrative support to ensure the smooth functioning of daily office operations.
- ❖ Assisted in managing correspondence, handling phone calls, and coordinating internal and external communications.

JESSICA AKOSUA ADIKA 2

- ❖ Maintained an organized and efficient office environment by managing filing systems, records, and office supplies.
- ❖ Streamlined administrative processes to enhance overall office efficiency and productivity.

BD GODWIN ENTERPRISE LMT HO, VOLTA  
TELLER CASHIER

JULY 2007 – MAY 2009

- ❖ Accurately counted and verified cash and other negotiable instruments, ensuring precision in transactions.
- ❖ Processed customer deposits, withdrawals, and transfers efficiently and securely.
- ❖ Greeted customers warmly and professionally, providing a positive first impression.
- ❖ Addressed customer inquiries, resolve issues, and provide information about bank products and services.
- ❖ Execute various financial transactions, including check cashing, money orders, and cashier's checks.
- ❖ Input and update customer account information in the bank's computer system.
- ❖ Taking accounts of sales and bank duties.

BRIGHT KIDS' ACADEMY HO, VOLTA  
TEACHING ASSISTANT

JANUARY – JULY 2007

- ❖ Supervised students during class activities, ensuring their safety and engagement.
- ❖ Provided individualized attention to students who may require extra support.
- ❖ Assisted the lead teacher in organizing and managing the classroom environment.
- ❖ Supported instructional activities by preparing materials, setting up equipment, and ensuring a conducive learning atmosphere.

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## INFORMATION LITERACY

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- Oracle Flexcube
- Postilion
- Fusin Portal
- Microsoft Excel
- Microsoft Word / PowerPoint / Access

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## SKILLS

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- Multilingual – English, Spanish and French
- Versatile and quick in handling work
- Attention to details
- Good interpersonal skills
- Strong Public Presentation Ability
- Speak French Fluently
- Basic Knowledge In Spanish
- Can work with little supervision
- Customer Relationship Management
- Mobile Banking Implementation
- ATM Monitoring and Management
- POS Operations
- Cross-functional Collaboration
- Financial Analysis

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## TRAINING AND CERTIFICATION PROGRAMS

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- 2018 Diplôme Universitaire D'étude Française (D.U.E.F)
- 2013 Certificate of Participation High School Study Camp
- 2013 IYF Conference
- 2013 Global Evangelical Students and Associates Ministry Active Members Certificate
- 2012 Certificate of Participation Zone Six Drama Seniors High School Regional Festival of Arts
- 2012 9th Second Cycle National Festivals of Arts Participation in Dance Culture
- Delf-Dalf B2 Diplôme D'étude En Langue Française Certificate Of French Languages

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## REFERENCES

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Cecilia Asiedu  
Prudential Bank Limited  
Ring Road Central Branch  
Accra – Ghana  
Email: [Cecilia.asiedu@prudentialbank.com.gh](mailto:Cecilia.asiedu@prudentialbank.com.gh)  
Tel: +2330244385170

Solomon P. K. Wemegah  
Director, Internal Audit and Inspectorate Bureau  
Ministry of Foreign Affairs & Regional  
Integration  
P. O Box M53 Accra Ghana  
Email: [Solomon.wemegah@mfa.gov.gh](mailto:Solomon.wemegah@mfa.gov.gh)  
Tel: +233208221369