**KELVIN ADU GYAMFI**

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**BIODATA**

**Sex**-Male

**Religion**- Christian

**Nationality**- Ghanaian

**Languages Spoken**: English & Twi.

**PERSONALITY PROFILE**

I am a strong-minded, multi-skilled, hardworking and efficient graduate who has developed a mature and responsible approach to any task/situation presented with. I am an admirable team player and have the ability to work under pressure.

**CAREER OBJECTIVE**

To be a highly efficient professional employee and a point of success to any organization I find myself as an employee. Ready to keenly deliver the best services within a department by putting the “theory” (the plans) into “practice”, interpreting them, and so arranging the work to be performed that the objectives will be achieved as laid down in the plans.

**EDUCATION**

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| Institution: | | **Kwame Nkrumah University of Science & Technology** | |
| Year of Study: | | September, 2013 – to July 2017 | |
| Program of Study: | | **BSc**. Business Administration (**Human Resource Management option**) | |
| Qualification: | | First Degree (Second Class Honors) | |
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| Institution: | **Aggrey Memorial Senior High School** |
| Year of Study: | August, 2010 – June, 2013 |
| Program of Study: | General Arts: (Government, Economics, Elective mathematics, Geography) |
| Qualification: | W. A. S. S. C. E |

**PROFESSIONAL EXPERIENCE**

**Revenue Officer**

**Ghana Revenue Authority, Kumasi (November 2018 – Date)**

* Public education on tax paying and procedures.
* Enforcement and monitoring of tax payment.
* Laid out suggestions to improve quality controls and operations standards.
* Highlighted compliance issues for enforcement team.
* Completed reports using Microsoft tools and report back to management.
* Collected and assessed latest information about ongoing work and compliance issues.
* Researched and implemented best practices to improve compliance results.

**Administrative Assistant (National Service)**

**Lands Commission (Survey Department), Kumasi (August 2017 – October 2018)**

* Increased office organization by developing filing system and customer database protocols.
* Handled all public relations, enhancing company's reputation through media exposure.
* Smoothly facilitated communication between departments, management and customers to resolve issues and achieve performance targets.
* Identified operational and performance issues and worked with managers to resolve concerns.
* Prepare daily and weekly reports on Receipts, issues and purchases
* Ensure quality service standards are met in compliance with procedures, rules and regulations
* Communicate and cooperate with clients, supervisors and colleagues
* Maintaining accurate records of purchases, pricing and other important data
* Provisions of general administrative issues

**Internship (Customer Service Representative)**

**CFAO GH, Kumasi (June 2015 – August 2015)**

* Attending to customer enquiries.
* Marketing of showroom products to clients.
* Give appropriate information to answer questions and resolve complaints.
* Distribute mail and interoffice memoranda.
* Draft official correspondence and reports.
* Provide service to clients via telephone and email to clients,
* Maintaining of calendar for meetings and programmes.

**SKILLS**

* **Microsoft Applications**: MS Word, Excel, PowerPoint
* Knowledge of Administration Management and related fields
* Ability to communicate effectively
* Have excellent organizational and interpersonal skills
* Ability to follow processes and procedure accurately
* Strong problem-solving skills and fast learner
* Can work under stress and achieve target to meet deadlines

**INTEREST**

* Reading
* Current affairs
* Listening to music

**REFERENCE**

Mrs. Linda Obeng Tawiah

Administrator, Lands Commission (Survey Department)

Kumasi

Tel. # +233242375504

Email: Lindaobengtawiah@gmail.com

Mr. Benson Oduro

CFAO GH, Ashanti Region

Regional Manager

Tel. # +233208875784

Email: odurobenson@gmail.com