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## BEATRICE ADZEIVI

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### PROFESSIONAL SUMMARY

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Dependable and result oriented individual, with a high level of integrity and an excellent team player. Excellent organizational and analytical skills. Positive and upbeat with strong communication and problem-solving skills. Passion for excellence and wanting to make a difference.

### SKILLS

Finacle, Sybrin, Customer service, Management, Sale expertise, Account management.

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### PROFESSIONAL EXPERIENCE

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#### ARKESEL COMPANY LTD

##### CUSTOMER SERVICE AND ADMINISTRATIVE MANAGER

07/2020 to Date

- Ensure all customer queries are responded to and giving our clients an excellent customer experience.
- The use of google docs, slack, Zoho and Vtiger CRM, Microsoft Office are extensively used.
- Oversees all administrative work related to recruitments, salary processing, payment of tax and procurement.
- Report writing and articles.
- Relationship management.
- Research on our competitors, service providers and how to penetrate the it market in order to exceed client expectation.

#### STANBIC BANK

##### BANK TELLER

09/2016 to 06/2020

- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Promoted products or services to each customer to consistently achieve sales targets.
- Google docs was extensively used for documenting and updating customer records.
- Upheld strict financial controls by keeping funds secure and accurately transferring monies.
- Placed orders for customer checks and verified starting numbers.
- Reconciled cash drawer and resolved discrepancies.
- Observed all procedures regarding financial and customer information to prevent possible breaches and data misuse.

## **STANBIC BANK OPERATIONS**

### **CUSTOMER SERVICE REPRESENTATIVE**

**08/2016**

- Well coming clients and directing them to their appropriate departments.
- Data entering for Stanbic Operations

## **NATIONAL SERVICE PERSONNEL**

**10/2014 to 07/2015**

- National Service with Ministry of Foreign Affairs and regional Integration Ghana.
- Where I served as a system support staff of the IT Unit and was later transferred to the front desk of the IT unit.

## **VOLUNTEER PROGRAMME**

**03/2014 to 05/2014**

- Volunteer programme with Accra Psychiatric Hospital, Ghana.
- Provided all the necessary assistance to the nurses and mentally unstable patients both physically and psychologically in the hospital.
- Collaborated closely with Registered Nurses to ensure patient and employee safety on the unit.
- Provided hourly checks and ADLs in accordance with the attending physician's treatment plan.
- Observed residents' interactions with family and friends and offer advice on how to improve family relationships.
- Kept client confidentiality in compliance with the law.

## **EDUCATION**

### **UNIVERSITY OF GHANA**

**2010 –2014**

Bachelor of Arts: Psychology and English

## **CERTIFICATION**

Executive Certificate in Business Administration (ECBA)