

VERONICA AMOAH

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CAREER OBJECTIVE

A self motivated, disciplined and dynamic young lady with very good interpersonal and excellent problem solving skills ready to contribute my abilities to achieve the organizational goals of the company. With the learn maxim in mind, am open to learn new things and quest to provide excellent customer service within the company at all times utilizing my abilities and skills acquired.

SKILLS

- Computer proficiency; conversant with MS Word, MS Excel, MS PowerPoint, MS Access.
- Good Interpersonal and Communication Skills.
- Organizational and Planning skills
- Ability to work independently or as part of a team
- Ability to work efficiently during hectic situations

WORK EXPERIENCE

October 2018 – CURRENT

SRO Original Dessert | Quality Control Technician

Duties performed

- Monitored the manufacturing processes to ensure adherence to procedures and requirements specified within recipes, SOPs, and the HACCP program resulting in quick, strong decisions during operations
- Inspected and calibrated laboratory instruments and metal detectors.
- Provided support to the Production Floor by enforcing and monitoring the GMP's to insure quality.
- Conducts line audits to verify correct packaging, labeling, codes, unit weights, and processing parameters.

September 2017- September 2018

Jeroyaf Services | Receptionist

Duties performed

- Filling of documents and records keeping
- Co-ordinate office activities such as, invoices, call answering, Customer Services, payment processing like issuing receipts to clients after payment
- In charge of all office equipment and responsible for general maintenance
- Makes sure that the office is always in a good and clean atmosphere for work.

December 2015 – July 2017

A&D Bakery | Quality Control Technician

Duties Performed

- Monitor operations to ensure that they meet production standards.
- Inspect, test, or measure materials or products being produced.
- Measure products with rulers, calipers, gauges, or micrometers.
- Remove all products and materials that fail to meet specifications.
- Successfully managed production activities so all orders were delivered on time.

Nov.2014 – Aug. 2015

**Ghana Commercial Bank, Nsawam Branch | Customer Service Representative
(National Service)**

Duties Performed

- Analyzed days 'cash and writing of books for the 'Strong Room', thus, Vault.
- Dealt tactically with customer complaints, concerns and providing solutions and avenues for redress.
- Opened savings and current accounts for individuals, corporate bodies and placed requisition, processed and stocked cheques and savings withdrawal books for customers.
- Customer accounts maintenance (updated and modified customer details, customer memo maintenance) and scanned customer image and linking to their account.

Achievements

I successfully assisted to create an excel sheet for daily teller/vault cash analysis and contributed to the improvement of the number of customers receiving their ATM cards as well as cheque and savings withdrawal books within the month. I ensured that about 100 more people who hitherto did not have savings withdrawal, cheque books and ATM cards requested and received them during my period of service.

I gained and acquired knowledge into the Oracle Flexcube Universal Banking Software (FCUBS) as introduced by GCB Bank.

EDUCATION

2010- 2014

University of Education, (Central Region, Ghana)
BA (Graphic Design)

2006 - 2009

Kumasi Girls Senior High School (Ashanti Region, Ghana)

INTERESTS

I enjoy watching and listening to music due to the insight it gives to life and also prefers playing games with friends and family.

REFERENCES

1. Oscar Fierro (QA Supervisor)
Steven Roberts Original Dessert_
Tel: 7207636972
2. Anthony Frimpong
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