

Joycelyn Quaicoe

Psychology

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Reference

Michael Osei-Tutu

Head, Transactions Services
Guaranty Trust Bank, Ghana
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Liliana Obeng-Manu

Divisional Head, Retail
Guaranty Trust Bank, Ghana
+2233275499299

Profile

A hardworking, detail oriented, dedicated and quick to learn professional with the ability to motivate and lead a team to achieve their strategic goals. Ability to work on own initiative with excellent written, oral and interpersonal communication skills. Dedicated to maintaining high quality standards, results oriented and a team player.

Skills

Microsoft Office

Good human relations and ability to work well with others to accomplish a common goal

Self motivated to generate own ideas and follow them through to fruition

Excellent verbal and communication skills

Quick to learn, confident, innovative and strong leadership qualities

Education

Bachelor of Arts Psychology
2003 - 2007 | University of Ghana

SSSCE
2000 - 2002 | Holy Child School

Experience

Operations Head

Guaranty Trust Bank, Ghana
Oct. 2019 - Jan. 2021

- Supervise activities of operations staff to ensure timely and efficient service delivery while taking necessary and prompt corrective actions to ensure achievement of unit's objectives

Relationship Manager

Guaranty Trust Bank, Ghana

May 2018 - Oct 2019

- Develop and direct the implementation of short to medium term strategies to meet operational and financial targets of the team in accordance with corporate objectives

Teller Captain

Guaranty Trust Bank, Ghana

Sept. 2014 - May 2018

- Supervise activities of operations staff to ensure timely and efficient service delivery while taking necessary and prompt corrective actions to ensure achievement of unit's objectives

Funds Transfer Officer

Guaranty Trust Bank, Ghana

Feb. 2013 - Aug. 2014

- ATM custodian, process salary instructions, bank drafts, foreign exchange transactions, local and foreign transfers.

Customer Service Officer

Guaranty Trust Bank, Ghana

Jul. 2009 - Feb.. 2013

- General enquiries, account opening, process customer requests and nurture and develop strategic relationships with customers

Hobbies

Watching football and movies

Listening to music

Reading

Passion for community service

Club Affiliations

President (2014/2015)

Rotaract Club of Adentan, sponsored by the
Rotary Club of Accra North

Vice President (2013/2014)

Rotaract Club of Adentan, sponsored by the
Rotary Club of Accra North

Experience

National Service

ABSA Bank Ghana Ltd.

Dec. 2007 – Aug. 2008

- Represent ABSA Bank at the clearing house, processing cheques from clearing and crediting customers with their inward foreign transfers

Training & Development

Jun. 2011 | National Banking College

- Marketing and Customer Service

Mar. 2013 | National Banking College

- Customer Service Marketing

Jun. 2014 | National Banking College

- Management Development for Women in Banking

Jan. 2016 | National Banking College

- Effective Branch Banking

May 2019 | National Banking College

- Loan Workout and Restructuring