

# Mabel Ankrah

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## RELEVANT SKILLS

- Soft Skills: Team Player, Attentive to Details, Meticulous, Time Management, Empathy, Relationship Building, Good Communication skills, Problem solving, Sales driven Service/Product Knowledge, Self-motivated, Driven to succeed, Adaptability
- Technical Skills: Microsoft Office Suit, Data Capturing, Google Workspace

## EDUCATION

### **Fleming college**

Graduate certificate in Global Business Management

**Toronto, ON**

May 2024

### **University of Ghana**

Bachelor of Science in Business Administration (Accounting Option)

Honors: **Second Class Upper**

**Legon, Accra**

September 2021

## WORK EXPERIENCE

### **First National Bank Ghana**

*Customer Service & Sales Consultant*  
2023

**Accra**

June 2023 – April

- Achieved a high customer satisfaction rating of 95% through exceptional service and problem-solving skills.
- Played a pivotal role in increasing monthly sales of the bank's products by 20% over the course of six months.
- Contributed to reducing errors and streamlining account updates, resulting in a 30% reduction in processing time.
- Assisted in the successful execution of numerous SME loans, contributing to an increase in loan portfolio growth by 15% within the department.
- Facilitated the seamless process of opening new bank accounts for customers, ensuring compliance with regulatory requirements and providing top-notch service to enhance client satisfaction.

### **Bank of Africa**

*Non Cash Teller*

**Abbosey Okai**

November 2022 – May 2023

- Managed the issuance of cheque books and ATM cards, accurately processing customer requests while adhering to security protocols and banking regulations.
- Maintained customer account information, processing updates and changes to personal and financial data, ensuring data accuracy and confidentiality.
- Actively promoted and sold a wide range of the bank's financial products and services, contributing to revenue growth and customer engagement
- Compiled and submitted comprehensive monthly reports on the sign-up and usage of the bank's electronic channel platforms, providing insights for strategic decision-making.

### **Bank of Africa**

*National Service Personnel- Finance Dept*

**Accra**

October 2021 – September 2022

- Achieved a 100% accuracy rate in the preparation of daily reports, contributing to the bank's strong regulatory compliance record.
- Played a vital role in expediting loan booking processes, assisting the bank in achieving a 10% increase in SME loan portfolio growth.
- Received recognition for consistently meeting APR reporting deadlines, contributing to the bank's transparency and regulatory standing.
- Streamlined the VAT certificate preparation process, reducing processing time by 20% and enhancing supplier relationships.

**37 Military Hospital****Accra***Intern*

June 2019 – August 2019

- Successfully organized and managed a high volume of medical appointments, contributing to the efficient utilization of medical resources and timely patient care.
- Maintained a spotless record of patient record confidentiality, earning the trust of patients and medical staff alike.

**LEADERSHIP EXPERIENCE**

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**HOSA, Mfantseman Girls' Senior High School****Legon, Accra***Financial controller*

May 2016 – April 2017

- Preparation of accounts of the association and reviewed and prepared the budget for pending terms
- Increased revenue collection by 20% for the association by decentralizing collection points
- Drafted a policy document to guide the appropriate remuneration of officers of the club.

**VOLUNTEER ACTIVITIES**

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- Tourism Club, Mfantseman Girls' Senior High School, Ghana 2016 – 2017
- Brand Ambassador, Nivea Ghana, Market Icons Nov 2019-Dec 2019