**EMMANUEL SARBAH**

**P.O. Box 498 Madina-Accra**

**Email:**[**eboksarbah24@gmail.com**](mailto:eboksarbah24@gmail.com)

**Phone:(+233)209388229**



***PERSONAL PROFILE***

I excel within an environment that values diversity, continuous learning and rewards teamwork. I am self-motivated and an excellent team player.



***OBJECTIVE***

### To be a positive influence on company.



***EDUCATION***

**AUGUST 2021 WISCONSIN INTERNATIONAL UNIVERSITY COLLEGE**

**Bsc. Management & Computer Studies.**

**FEB 2016 IPMC**

**IPMC Advanced Professional in System Engineering Certificate**

**JAN 2015 IPMC**

**IPMC Professional in System Engineering Certificate**

**DECEMBER 2009** **SAMMO SENIOR HIGH SCHOOL**

West Africa Senior Secondary School Certificate Examination

**APRIL 2004 ELIM CLUSTER OF SCHOOLS**

Basic Education Certificate Examination

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***PROFESSIONAL EXPERIENCE***

**OYIBI AREA RURAL BANK**

**Key Result Area- *Credit Officer Sept. 2020 – DATE***

* Responsible for the appraisal and disbursement of individual and group loans.
* Monitoring individual and group loans.
* Responsible for the preparation of monthly loan reports.
* Sells the bank’s product.

**Key Result Area- *Teller* *Sept. 2017- Oct. 2020***

* Executed over 100 day-to-day transactions worth of GHs 600,000 in average, adhering to bank policies and operational procedures to ensure safety and security of customer and bank assets.
* Ensured cash drawer was balanced and all supporting documentation was in line with cash receipts and client transactions.
* Manage deposits, withdrawals, transfers and check cashing; verify customer identification, signature and balance information; process loan payments; and open/close accounts.
* Achieved an excellent drawer balancing record of zero shortages or overages throughout tenure.
* Handled transactions and managed cash register drawer reports for electronics retailer.
* Recognized for drawer-count accuracy, customer service excellence and outstanding work ethic throughout employment at Oyibi Area Rural Bank.
* Built rapport with customers, displaying friendly, attentive service in all interactions.
* Maintenance of cash level in accordance with banks policy.

**Key Result Area- *Clerk Sept. 2014- Sept. 2017***

* Responsible for accounts opening and closure
* Cheque books requisition and issuance
* Handle customer's routine enquiries and complaints regarding the bank's services and identify ways of minimizing complaints from customers
* Developing and maintaining own contacts with individuals within customer's organization
* Stop payment, stop cheques.

**Other Responsibilities**

***Funds transfer***

* processing of cheques,
* processing of bankers drafts
* Processing of branch expenses

***Fixed Deposit***

* Responsible for the processing of fixed deposit product.
* Responsible for writing of receipts for fixed deposit customers.
* Responsible for redeeming fixed deposit.

***TRAINING AND LEADERSHIP SKILLS***



* Bank products
* Apex Link Transfer
* Customer service & Quality
* Customer Relation Management
* Computer Literate, conversant with Microsoft word, Excel
* Hardworking and take responsibility for my actions
* Reliable and pays attention to details
* Ability to multitask effectively

**Software**

Excel, Banking software Temenos T24 and internet

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***INTERESTS & HOBBIES***

***PROFESSIONAL SKILLS***

Reading, sports, watching movies and listening music

**Language**: English, and Twi

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***REFEREES***

**Mr. Francis Okah**

Operations Manager

One Airport Square

Airport City Accra

Tel: 0267642577

**Mr. Siisi Baidoo**

Marketing Consultant

Channel IT GH Ltd, Accra

Tel: 0541434016

Email: baidoosiisi@gmail.com