**FELICITAS ADU-ACHEAMPONG**

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**SUMMARY OF SKILLS**

* Ability to stick with difficult tasks and come out with progressive results
* Good team player committed to achieving goals, dependable and has the ability to work under pressure
* Good interpersonal skills, meticulous, smart and have excellent listening, analytical and computer skills
* Effective communicator with passion for growth and learning
* Tactical analysis of problems or issues
* Ability to work with minimum or no direct supervision
* Very hardworking, ability to muti-task, fast learner, ability to meet deadlines and enthusiastic
* Self-motivated and organized with the ability to prioritize
* Excellent level of proficiency in written and spoken English

Education

**PhD Economics – Wayne State University, Michigan USA** Sep 2013 – Date

Subjects: Macro and Micro economics, Econometrics, Fundamentals of Economics Theory, Labor and Human Resource, Health Economics, International Trade, Industrial Economics

**MSc (Econ) Business Economics – The University Of Hull** Sep 2006 – Sep 2007

Subjects: Macro and micro Economics, Economic Forecasting, Financial Management, Corporate Strategy and Professional Skills Development

Dissertation: The Impact of Inflation on Economic Growth: Evidence from Anglophone and Francophone Countries in Africa

Award: Best Business Economics Student 2006/2007 academic year

**BA (Hons) Economics – University of Cape Coast, Ghana Aug 2001 – June 2005**

 Grade: 1st Class

Subjects: Macro and Micro Economics, Statistics. Econometrics, Monetary Economics, Research, Public Sector Economics, Mathematical Economics, History of Economic Theory & Sociology

Dissertation: Perception of Ghanaians about the National Health Insurance Scheme and the Cash and Carry system of Health Care.

**Yaa Asantewaa senior High school – Kumasi, Ghana**

SSCE Certificate Jan 1998 – Dec 2000

Elective Subjects: Literature, Government and Economics

Experience

**Wayne State University, Detroit Michigan**

**Graduate Teaching Assistant August 2014 – Date**

* Teaches undergraduate economics

**Access Bank Ghana Ltd, Accra Ghana**

**Branch Service Head August 2011– July 2013**

* Supervise as well as train all branch service staff within the branch
* General supervision and management of the branch operational activities
* Ensure efficient and timely service delivery
* Co-ordination of reports ( monthly reconciliations, etc)
* Ensure total customer delight and excellent customer service delivery
* Management of cash and other items kept in vault
* General supervision of all cash in-flows and out-flows of the branch
* Administration and protection of asset of the bank
* Test key custodian
* Responsible for accurate and completeness of all accounts and general ledger proofing on a daily basis
* Ensuring prudent cost minimization
* General branch management

**Intercontinental Bank Ghana Ltd, Accra Ghana**

**Head of Operations April 2010 to August 2011**

* Supervise as well as train all branch service staff within the branch
* General supervision and management of the branch operational activities
* Ensure efficient and timely service delivery
* Co-ordination of reports ( monthly reconciliations, etc)
* Ensure total customer delight and excellent customer service delivery
* Management of cash and other items kept in vault
* General supervision of all cash in-flows and out-flows of the branch
* Responsible for accurate and completeness of all accounts and general ledger proofing on a daily basis
* Ensuring prudent cost minimization

 **Funds Transfer Officer Nov 2009 – April 2010**

* Handling clearing checks
* Processing of salaries
* Issuing payment orders and bankers payment
* Advising customers on investments in terms of treasury bill and fixed deposits
* Preparations of monthly reconciliations

**Customer Service Officer March 2008 – Nov 2009**

* Serves as an intermediary between the bank and customers
* Gather information on customer issues and come out with solutions
* Handle customer enquiries and complaints
* Check book issuance, monthly rendition of account statements
* Stop payments upon receipt of customers instruction
* Change of signatories upon receipt of customers instruction
* Opening of various types of accounts for customers
* Offer general customer service

**British Market and Research Bureau, United Kingdom**

**Researcher Nov 2006 – Oct 2007**

* General telephone interviews
* Data Analysis

**University of Cape Coast**

**Teaching and Research Assistant Sep 2005 – Sep 2006**

* Assist lecturers in economic research
* General clerical work using Microsoft packages
* Monitor and analyze data and models
* Forecast economic behavior and patterns
* Organize tutorials for students

**Sekyere Rural Bank**

**Customer Service Personnel/ Cashier Jan 2001 – June 2001**

* Issuing money to customers over the counter
* Open and closure of accounts
* Offer general customer service

**COMPUTER** Skills

* Ms Word, Excel PowerPoint, Access, SPSS
* Other econometric and hardware programming like Stata, PC Give and Flex-Cube

**PROFESSIONAL QUALIFICATION AND MEMBERSHIP**

* Charted Economist – Awarded by American Academy of Financial management Aug 2009
* Member – Association of Certified Charted Economists

**AWARDS AND COMMENDATIONS**

* AAUW International Fellowship Award July 2014
* Graduate Teaching Assistant, Wayne State University Aug 2014 – Date
* Employee of the year 2012, Access Bank Ghana March 2013
* Customer Service of the Year 2012, Acess Bank Ghana March 2013
* Awarded for service excellence and exemplary leadership

Bankwide, Access Bank Ghana Oct. 2012

* Certificate of Honor for exemplary service delivery

Access Bank Ghana Aug. 2012

* Commendation for outstanding performance, Access Bank
* Commendation from Board of Governors of Intercontinental Bank

Ghana Ltd for consistent exceptional performance 2008/2009

* Best Business Economics Student, The University of Hull UK 2006/2007
* Awarded full commonwealth scholarship by DFID 2006/2007

**SOCIAL/ LEADERSHIP ABILITY**

* Branch Service Head, Access Bank Ghana Ltd Aug 2011 – July 2013
* Head of Operations, Intercontinental Bank Ghana April 2010 – Aug 2011
* Member, Student and Staff Representative Council, University of Hull 2006/2007
* Course Representative, University of Hull 2006/2007
* Treasurer, Student in Church Evangelism, University of Cape Coast 2002 – 2004
* Kwame Nkrumah Hall President, National Union of Presby Students

University of Cape Coast 2002 – 2004

**INTEREST AND HOBBIES**

* Singing, listening to music, reading. Encouraging people, hanging out with my family

**REFEREES**

Prof. Li Way Lee

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Detroit Michigan, USA

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Prof Allen Goodman

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