

# BRONI EWOENAM ESTHER

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## **OBJECTIVE**

My ambition is to develop a professional career in Public Administration, Project Management, and Financial Management. I, therefore, delight in creatively generating new ideas to inspire learning in any organization I find myself, and in the process, offer the best of my expertise to bring about innovation in the organization.

## **PERSONAL STATEMENT**

I am a graduate of the University of Ghana, Legon with a Second-Class Lower Division in Statistics with Computer Science. I look forward to upgrading my current skills and knowledge and utilizing these skills and knowledge to develop my immediate environment and beyond. Also bringing solutions to issues faced by individuals and organizations and further developing these skills in this our practical and fast-paced world.

## **FORMAL EDUCATION**

### **University of Ghana, Legon**

**1<sup>st</sup> February 2021 – till date**

- Program: Masters in Public Administration

### **SDG Academy (EDX Verified Certification)**

**25<sup>th</sup> April 2022**

- SDGi001: Measuring Sustainable Development

### **London Professional Training Centre**

**28<sup>th</sup> -29<sup>th</sup> October 2017**

- Certified Customer Service Professional

### **University of Ghana, Legon**

**September 2012 – May 2016**

- Program: Bachelor of Science in Statistics with Computer Science.
- Second Class Lower Division.

**Relevant Courses:** Math and Algebra, Calculus 1, Elementary Statistics, Probability Distributions, Actuarial Statistics, Population and Demographic Statistics, Statistical Methods, Data Analysis with R Software, Design of Experiments, Sample Survey, Operating Systems, Computer Programming with C ++ and Java, Database Management and Data Mining.

### **Key Skills gained:**

- Data collection, documentation, analysis, and extracting meaningful interpretations of these data to make statistical decisions.
- Good communication skills; both verbal and written.
- Proficiency in Microsoft Access, Excel, PowerPoint, Word, and Statistical Package for the Social Sciences (SPSS).
- Problem-solving and numerical skills.

### **OLA Girls' Senior High School, Ho.**

- West African Senior Secondary School Certificate.

**October 2008 – May 2012**

## **WORK EXPERIENCE**

### **ADEHYEMAN SAVINGS AND LOAN**

**June 2022**

- Data Collection; gathering specific information at various micro-lending units for audit purposes.
- Entry of Data collected from various micro-lending units into Excel for audit purposes.

### **ZONDA TEC GHANA LIMITED**

**February 2019 – March 2021**

- Receiving and attending to walk-in clients.
- Receiving both internal and external company-related letters and dispatching them to the appropriate departments.
- Preparing proforma invoices for customers and filing these invoices for each marketer.
- Minutes taking for weekly marketing department meeting.
- Assisting with fuel filling processes for company vehicles and all new trucks delivered to customers and reporting to the administrative manageress and procurement director on weekly basis.
- Making follow-up calls to marketers' clients.
- Liaising with marketing executives to prepare agreements for credit sales, ensuring that documents required for credit sales are provided by the customer before submission to the accounts department for further checks and processes.
- Keeping safe records of all deliveries made from the sale of vehicles and reporting to the marketing director on weekly basis.
- Preparing waybills for all serviced trucks.

### **ISON BPO (MTN OFFICE) – Customer Care Executive**

**December 2017 - April 2018**

- Handling inbound/outbound calls as per the Service-level Agreements (SLAs) outlined by clients.
- Ensuring that the assigned targets are met.
- Adhering to established attendance schedules.
- Providing process training to new team members to facilitate their level of performance.

### **Electricity Company of Ghana (E.C.G.)**

**September 2016 – August 2017**

- Capturing and verifying Commercial Management System (C.M.S.) meter readings.
- Resolving anomalies for billing.
- Capturing SHEP meters for record keeping.
- System finalization of postpaid meters to prepaid.
- Assisting to register new service and separate meters for customers.
- Working on refunds for customers.
- Rebilling.

- Manual filing of documents for safe keeping.
- Setting up conference room for meetings associated with shipping lines.

### **LEADERSHIP EXPERIENCE / EXTRA CURRICULUM ACTIVITIES**

**Vetting Committee Chairperson**

**March-April 2016**

- Head of the committee which vetted and chose leaders for the various positions in the Evangelical Presbyterian Students' Union Legon for the 2015/2016 academic year.

**Church Mother of E.P.S.U. Legon Chapter**

**April 2015 – March 2016**

- Sought for the welfare and spiritual needs of members of the union.
- Liaised with the Ladies' wing president as the patron of the wing to organize programs for the ladies within the period.

**Assistant Financial Controller, Evangelical Presbyterian Students Union  
2014**

**May 2013– April**

- Created a better platform for the collection of membership dues
- Advocated for the implementation of strong internal controls in the collection and disbursement of funds
- Left office with a substantial amount of money in the union's account.

**Member of the Finance Committee- Evangelical Presbyterian Students Union**

**May 2013-April 2014**

- Assisted to draw and review the academic year budget of the union.
- Assisted to implement improved ways of increasing revenue for the union.
- Taking major financial decision that concerns the union.

**Treasurer, OLA Senior High School Red Cross Society**

**April 2011–March 2012**

- Created a better platform for the collection of membership dues.

### **VOLUNTEER ACTIVITIES**

- Participated in a clean-up exercise at Akropong School of The Blind. **Oct 2012**
- Participated in rural evangelism, health screening, and donation. **June 2013, 2015 &2016**
- Participated in donation exercise to an orphanage home in the Volta Region. **December 2018**

## **SKILLS AND INTERESTS**

Computer Skills - Proficient in Microsoft Word, Excel, PowerPoint, Access and Statistical Package for the Social Sciences (SPSS).

Languages - Fluent in English, Ewe, and Twi

Reading

Listening to music

Cooking

## **REFEREES:**

Rev. Dr. Mrs. Bridget Ben-Naimah

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