

ELFRIDA BAAKE AMAMOO

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PROFESSIONAL PROFILE:

Detailed-oriented and proactive legal and operations professional with over four years of experience spanning banking, fintech, and corporate sectors. Proficient in delivering exceptional customer and partner support. Skilled in legal document handling, scheduling, research and record management. Seeking to transition into a legal support role to contribute to efficient case management and legal processes.

CORE COMPETENCY SKILLS:

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|----------------------------------|----------------------------------|
| • Legal Research | • Problem-solving aptitude |
| • Teamwork and Collaboration | • Attention to Detail |
| • Innovation | • Communication and Coordination |
| • Confidentiality and Discretion | • Analytical Skills |
| • Administrative Proficiency | • Microsoft Office suite |
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EDUCATION

- Bachelor of Laws - University of Professional Studies, Accra – June 2022
 - Bachelor of Arts in Psychology (Major) - University of Ghana, Legon – May 2017
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PROFESSIONAL EXPERIENCE:

Zeepay Ghana, Accra

Sep. 2024 – Present

Finance Analyst

Achievements:

- Conducted comprehensive financial reconciliations, including bank account reviews, to resolve discrepancies and ensure accurate recording of all financial transactions.
- Managed sensitive financial data and reports, ensuring accuracy and compliance.
- Reviewed partner pricing agreements to ensure compliance and mitigate financial risk.
- Maintained accurate records and documentation for internal and external audits.
- Prepared and distributed monthly invoices to local and international partners, promptly addressing invoicing issues to ensure seamless payment processing and adherence to deadlines.

Operations Analyst

Sep. 2023 – Aug. 2024

Achievements:

- Enhanced data accuracy through daily reconciliation of over 1000 transactions with meticulous attention to detail in data management, identifying discrepancies and system errors for prompt escalation and resolution.

- Proactively addressed and resolved partner and customer complaints related to transactions, working closely with the service delivery team to ensure customer satisfaction.
- Issued Ghana Interbank Payment and Settlement Systems (GHIPSS) settlement instructions to banks to facilitate efficient interbank fund payments of up to GHS 1 million, contributing to a seamless financial ecosystem.
- Appointed as part of a three-member emergency response team tasked with timely mitigation of operational challenges amidst nationwide internet downtime, leading to prompt resolution of stakeholder concerns.

Nana Kwabena Anin-Yeboah Esq., Accra

April 2023 – Aug. 2023

Personal Assistant (Part-time)

Achievements:

- Assisted with legal documentations and contract review with the utmost confidentiality and discretion, adhering to privacy and data protection protocols.
- Drafted and proofread correspondence, emphasizing attention to detail and accuracy in written communications.
- Conducted in-depth legal research, compiled data, and presented reports or summaries to the employer, for informed decision-making and strategic planning.
- Served as a liaison between the employer, clients, and stakeholders to ensure seamless communication.

Trellidor Ghana Limited, Accra

2020 - 2021

Administrative Assistant

Achievements:

- Organized company documents and coordinated communication among teams.
- Supported filing, scheduling of meetings and data entry of relevant information.
- Efficiently collated and distributed sales invoices to top management, both domestic and international.
- Effectively handled over 200 client calls on the company's official lines and responded to more than 300 client inquiries, ensuring prompt communication.

CalBank Limited, Accra

2017 - 2018

Branch Operations Officer

Achievements:

- Handled customer documentation in compliance with legal and financial regulations.
- Mitigated operational risks through daily reconciliation of transactions of up to GHS 500,000 to verify integrity and accuracy of data.
- Proactively identified and resolved customer issues, escalating complex situations to management for timely solutions.
- Proposed marketing strategies to the Marketing Department to increase the bank's client base.

REFERENCES:

Available upon request.