



FRANCIS KOFI AHIAZDO



Mr. NTUMI'S RESIDENCE, S140/12,
TOKORNI, HOHOE.

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🚀 Skills

Customer retention and satisfaction
Conflict resolution
Empathetic and courteous

👥 Reference

REV. DR. ERNEST NAA ADULLAI -
Revival Assemblies of God, Hohoe
Senior Pastor
0208150616

AMEGAVI BRIDGET ELORM - Ghana
Education Service
Facilitator
0544096710/0540214063

🗣️ Languages

Ewe
English

🎯 Objective

I am a highly driven graduate seeking a full-time position where I can lend my knowledge of market analytics to help organization improve profitability.

📁 Experience

PARADISE CO-OPERATIVE CREDIT UNION, HOHOE 2024 -
Branch Manager DATE

- Sales Growth Achievement: Led the branch to achieve a 80% increase in annual mobilization through the implementation of targeted marketing strategies and enhancement of customer service protocols, resulting in a significant rise in client satisfaction ratings.
- Operational Efficiency Improvements: Streamlined branch operations by introducing a new inventory management system, which reduced overhead costs by 15% and improved order fulfillment time by 20%, thereby enhancing overall efficiency.
- Team Development and Training: Developed a comprehensive training program for staff that improved employee retention rates by 100% and increased team productivity through better alignment of individual roles with branch objectives.
- Community Engagement Initiatives: Established partnerships with local businesses and organizations, leading to a series of community outreach events that fostered brand loyalty and increased local visibility, resulting in a 40% uptick in new customer acquisition.
- Performance Metrics Optimization: Implemented a performance tracking system that utilized key performance indicators (KPIs) to monitor staff performance, leading to data-driven decisions that improved branch performance metrics by 15%.

UNIVERSITY OF EDUCATION, WINNEBA

2012 -

Part time Lecturer (BBA)

DATE

- Innovative Curriculum Development: Successfully integrated contemporary research findings and technology-enhanced learning tools, which led to a 30% increase in student engagement and course evaluations.
- Research Publications: Authored three research works contributing to the field's knowledge base on performance fostering interdisciplinary discourse.
- Community Outreach Programs: Initiated a community literacy program aimed at enhancing reading skills among underprivileged youth, resulting in a measurable improvement in literacy rates as assessed by local educational authorities.

Mercy Fund, Ho

2020 - 2021

Client Service

- Customer Satisfaction Improvement: Led a team initiative that revamped the customer feedback process, resulting in a 25% increase in overall customer satisfaction scores over six months, as measured by Net Promoter Score (NPS).
- Retention Rate Enhancement: Developed a client loyalty program which increased retention rates by 15% year-over-year, demonstrating a direct correlation between enhanced service offerings and client loyalty.
- Operational Efficiency: Implemented a new customer relationship management (CRM) system that streamlined service processes, reducing average response time to client inquiries by 40%, thereby improving service delivery.
- Training and Development: Conducted a series of workshops for client service representatives that emphasized conflict resolution and communication skills, leading to a 20% decrease in escalated complaints.

GHANA STATISTICAL SERVICE/GNHR/JMK

2021 - 2023

Field supervisor, part time (Guan)

- Supervised Enumerators assigned
- Synced data daily with Enumerators and HQ
- Resolved issues between community and Enumerators

FRONTIER OIL

2023 - 2023

Sales Personnel

- Employed customer relations to surpass targets
- Employed conflict resolution

Headteacher/GNAT SEC/COHBS SECRETARY

- Academic Performance Improvement: Implemented data-driven instructional strategies that led to a 15% increase in student test scores across core subjects, demonstrating effective curriculum alignment and teaching methodologies.
- Community Engagement Initiatives: Launched a series of community workshops aimed at fostering parental involvement in education, resulting in a 50% increase in parental attendance at school events and a stronger school-community partnership.
- Staff Development Programs: Developed and executed professional development programs for teachers, which resulted in a 25% increase in staff retention rates and a measurable enhancement in teaching quality as observed through classroom evaluations.
- Diversity and Inclusion Efforts: Championed initiatives to promote inclusivity within the school environment, resulting in the establishment of a diversity committee and the implementation of programs that improved student engagement among underrepresented groups.

Education

UNIVERSITY FOR DEVELOPMENT STUDIES, TAMALE

MPhil DEVELOPMENT MANAGEMENT

2018

UNIVERSITY OF EDUCATION, WINNEBA

BACHELOR OF EDUCATION

FIRST CLASS HONOURS

2011

MAWULI SENIOR HIGH, HO

SSSCE

2003

SONRISE CHRISTIAN INT. SCHOOL, HO

BECE

2000

CONTRIBUTION TO PARTY

TOKORNI BLAVE WARD SECRETARY/POLLING AGENT, HOHOE

Strategic Campaign Development: Developed and executed comprehensive campaign strategies that increased voter engagement by 30% in the 2024 election cycle, utilizing data analytics to target key demographics and optimize resource allocation.

- Grassroots Mobilization: Spearheaded grassroots initiatives that mobilized over 50 volunteers to participate in door-to-door canvassing, resulting in a 15% increase in community participation in local party events and town hall meetings.
- Policy Advocacy: Collaborated with party leadership to advocate for policy proposals

Fundraising Initiatives: Orchestrated fundraising events for the party's electoral campaign at Ward level, leveraging social media platforms and community partnerships to expand donor outreach and engagement.

- Training and Development: Designed and implemented a training program for new party members focused on political campaign skills, which improved volunteers' effectiveness and retention rates by 40% over two election cycles.