

VERONICA DOSA

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PROFILE STATEMENT

I am a dedicated and trustworthy professional with the ability to work independently or collaboratively as part of a team. I am a quick learner who adapts seamlessly to new roles and challenges. Highly competent, flexible and hardworking, I excel at acquiring new skills and applying them efficiently. I possess strong interpersonal skills and consistently uphold professionalism and integrity, especially when handling sensitive or confidential information. My commitment to excellence and adaptability make me a valuable asset in any environment.

EDUCATION

Knutsford University College | Accra, Ghana

BSc. Business Administration (HRM)

July 2023

Harvard Senior High School | Accra, Ghana

West African Secondary School Certificate Examination

May 2011

WORK EXPERIENCE

The Capital Group Limited | Accra, Ghana

Supervisor, HR Services

January 2024 – January 2025

- Managed over 1,500 outsourced employee databases, ensuring accuracy of employee information. Assisted with payroll processing and administration.
- Developed and implemented employee engagement initiatives, leading to a 35% increase in overall employee satisfaction as measured by regular surveys
- Managed day-to-day HR operations for outsourced staff, including recruitment, onboarding and employee relations.
- Successfully conducted 10 employee interviews on daily basis both virtual and in person and provided feedback to hiring clients.
- Developed and maintained strong relationships with Hiring Clients and employees outsourced.
- Conducted exit interviews with departing employees to identify areas of improvement and additional resources.
- Administered performance review process for over 200 employees quarterly.
- Developed and maintained strong relationships with clients, understanding their needs and preferences.
- Proactively identified opportunities to enhance the client experience and provide added value.
- Managed client feedback and work with internal teams to implement improvements based on client input.

Accra Regional Coordinating Council | Accra, Ghana

HR/Admin Officer

November 2021 – October 2022

- Provided comprehensive administrative support to the district, ensuring smooth day-to-day operations and efficient service delivery.
- Assisted in monitoring the performance of Municipal, Metropolitan and District Assemblies (MMDAs) within the region to ensure compliance with government policies and programs.
- Contributed to monitoring and evaluating the effectiveness of development projects and the delivery of public services, identifying areas for improvement and recommending actionable solutions.
- Managed office operations, including ordering office supplies, maintaining office equipment and ensuring a well-organized and productive work environment.
- Planned, organized and coordinated district assembly requests, including meetings, events and community engagement initiatives.
- Supported the preparation of reports and documentation for performance reviews, development projects and policy compliance assessments.
- Fostered collaboration between departments and stakeholders to achieve district objectives and improve service outcomes.

Intercity State Transport | Accra, Ghana

HR/Admin Officer

July 2020 – September 2021

- Provided secretarial support to the Deputy HR head, including typing correspondence, conducting research, maintaining organized filing systems, scheduling emails and managing the dispatch of letters.
- Coordinated and facilitated onboarding processes, assisting in the training and orientation of new drivers within the driving department to ensure compliance with company standards and policies.
- Managed employee records, ensuring accuracy, confidentiality and timely updates.
- Assisted in coordinating recruitment activities, including posting job advertisements, screening resumes and scheduling interviews.
- Supported payroll processes by verifying attendance records and overtime submissions.
- Ensured compliance with labor regulations by assisting in the preparation and submission of necessary documentation.
- Provided administrative support in organizing meetings, taking minutes and distributing relevant materials.

Hamlett Accessories | Accra, Ghana

Administrative Secretary

January 2015 – April 2018

- Managed the ordering and maintenance of office supplies, ensuring adequate inventory levels to support smooth operations.
- Handled incoming calls, took messages and managed correspondence efficiently to maintain seamless communication.
- Maintained calendars and arranged appointments, optimizing schedules for efficient time management.
- Prepared, typed and collated reports with a high level of accuracy and professionalism.

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- Organized and maintained an efficient filing system to ensure quick access to documents and records.
- Coordinated and scheduled appointments and meetings, including preparing agendas and ensuring timely follow-ups.
- Assisted in the preparation of regularly scheduled reports, ensuring accuracy and compliance with deadlines.
- Ensured a clean, organized and orderly workstation to promote productivity and a professional work environment.
- Supported ad hoc administrative tasks as needed to assist in the efficient running of the office.

LEADERSHIP & COMMUNITY INVOLVEMENT

It is Possible Association | Accra, Ghana

Financial Secretary

August 2018 – Present

- Collected and managed membership dues, ensuring accurate record-keeping and timely updates to financial accounts.
- Maintained detailed and organized records of member contributions, activities and attendance.
- Oversaw welfare initiatives, addressing member needs and ensuring timely support and assistance.
- Documented and prepared minutes of meetings, ensuring accuracy and prompt distribution to members for reference and follow-up.
- Facilitated effective communication between members and leadership, promoting transparency and collaboration.
- Assisted in coordinating events and activities to enhance member engagement and organizational cohesion.

KEY COMPETENCIES AND SKILLS

Technical skills

- Proficient in Microsoft Office Suite: Word, Excel, PowerPoint and Outlook.
- Skilled in data analysis and accurate data entry.
- Experienced in employee onboarding processes and orientation.
- Competent in conducting employee evaluations and performance assessments.
- Strong organizational skills with attention to detail in managing tasks and documentation.

Soft Skills

- Quick learner with the ability to adapt to new tools, environments and challenges.
- Dedicated professional, consistently meeting and exceeding client expectations.
- Excellent communication skills
- Proven ability to develop and sustain long-lasting relationships with customers and stakeholders.
- Effective team player, collaborating seamlessly with colleagues to achieve common goals.
- Strong problem-solving abilities with a keen eye for detail.

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- Skilled in team management, including supervising and motivating teams to perform at their best.

COMPETENCY DEVELOPMENT / SHORT COURSES

- ☐ Certificate in Effective Supervision | Ghana Institute of Management and Public Administration, August 2024

REFERENCES

Available upon request