

EMMANUELLA RUBY AKPI

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Location: Ho, Ghana 00233

SKILLS

- Client communication
- Tax preparation
- Stress tolerance
- Error detection
- Customer service
- Tax return preparation
- Client records
- Document proofreading
- Corporate tax preparation
- Appointment scheduling
- Tax form completion
- Tax strategy implementation
- Multitasking abilities
- Electronic filing
- Adaptability
- Active listening

EDUCATION

Ghana Communication Technology University

Accra, Ghana. 10/2023

BSc Management: Business
Management

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Deadline-oriented tax professional adept at quickly assessing customer needs, developing strategic plans and completing returns to maximize deductions and minimize liabilities. Pursuing role with tax preparation services organization.

GHANA REVENUE AUTHORITY- TAXPAYERS ACCOUNTING

Ho. 11/2023- Current

- Enhanced taxpayer satisfaction by providing accurate and timely information on tax procedures and regulations.
- Assisted taxpayers in filing their returns, ensuring compliance with federal and state tax laws.
- Resolve complex tax issues for client, utilizing extensive knowledge of tax codes and regulations
- Collaborated with colleagues to develop strategies for improving taxpayer services and support.
- Conducted thorough research on tax-related matters to provide informed guidance to clients.
- Educated taxpayers on available credits and deductions, maximizing their potentials refunds or minimizing liabilities.
- Maintained detailed records of client interactions, ensuring proper documentation of all transactions and correspondence.
- Developed strong relationships with local businesses, offering tailored solutions to meet their unique tax needs.
- Identified trends in taxpayer inquiries, implementing targeted training sessions to address common concerns effectively.
- Managed high volumes of inbound calls during peak tax season, maintaining a high level of professionalism under pressure.
- Contributed to positive team dynamics by actively participating in staff meetings and sharing insights from client interactions.

Kpando Senior Secondary School

Kpando, Volta Region. 09/2004

Senior Secondary School Certificate Education (SSCE):
General Arts

LANGUAGES

English:

Advanced (C1)

INTEREST

- Reading
- Learning on new ideas and opportunity
- Spending quality time with family
- Traveling to admire nature
- Cooking and sewing.

REFERENCE

Mr. Micheal Abebey
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NANATEL, GH-CUSTOMER CARE ASSISTANT

Ho, Ghana. 05/2020-06/2022

- Enhanced customer satisfaction by promptly addressing inquiries and resolving issues.
- Streamlined call response time for improved customer experience through effective communication techniques.
- Maintained a high level of product knowledge to provide accurate information and support to customers.
- Contributed to team success, consistently achieving call center performance metrics
- Managed high call volume with exceptional professionalism and efficiency.
- Built rapport with customers through active listening and empathetic responses, fostering positive relationships.
- Collaborate with cross-functional team to resolve complex customer issues in a timely manner.
- Conducted follow-up calls to ensure complete resolution of customer concerns and verify satisfaction levels.
- Implemented feedback from supervisors to continually improve performance and enhance customer care skills.
- Participated in training sessions for new hires, sharing insights on best practices in customer service excellence.
- Monitored social media platforms for any customer complaint or inquiries, addressing them promptly through appropriate channels.
- Actively participated in weekly team meetings, discussing challenges faced as well as solutions implemented towards improving overall department performance.

Royal Hospital, Healthcare Assistant

Ho, Ghana 06/2016- 10/2017

- Improve patient satisfactory by providing compassionate and attentive care to individuals with various health conditions.
- Assisted nursing staff in maintaining a clear and safe environment for optimal patient recovery. Performed vital signs monitoring, ensuring timely reporting of any abnormalities to the medical team.
- Contributed to efficient patient care by accurately documenting medical information and maintaining up to date records.
- Supported patient” physical therapy goals through guided exercises and range of motion activities.

- Reduced risk of infection by adhering to strict hygiene protocols during all aspect of care delivery.

LITTLE DROP NGO- ADMINISTRATIVE ASSISTANT

Ho, Ghana. 08/2014-09/2015

- Enhanced office efficiency by streamlining administrative process and implementing organizational systems.
- Supported executive staff through scheduling meetings, coordinating travel arrangements, and preparing crucial documents.
- Boosted team productivity by managing communication channels and ensuring timely responses to inquiries
- Ensured accurate record-keeping with diligent data entry and database management for vital company information.
- Delivered excellent customer service through prompt responses to client inquiries, addressing concerns effectively, and building strong relationships

US GROUP OF COMPANY- CUSTOMER CARE REPRESENTATIVE

Accra, Ghana. 12/2011-12/2013

- Delivered comprehensive product support, assisting customers with troubleshooting and usage guidance.
- Developed effective time management strategies to efficiently handle multiple tasks simultaneously without compromising quality.
- Helped large volume of customers everyday with positive attitude and focus on customer satisfaction.
- Communicated with client regarding account services, statements, and balances.
- Logged call information and solutions provided into internal database.
- Enhanced customer satisfaction by promptly addressing inquiries and resolve issues

