

ASSOULIAN KATIMBA LERA

📍 Accra Ghana 📞

+233541621152

✉️ katimbalera@gmail.com

Websites, Portfolios, Profiles

- <https://katimbalera.net/>

Personal Information

- Place of Birth: Lome-Togo
- Religion: Christian
- Marital Status: Single
- Date of Birth: 09/20/94
- Nationality: Togolese

Telephone

+233501093691, +233541621152

Education

2012-2014	LICENSE YEAR / FACULTY OF PHYSICS, Physics, UNIVERSITY OF LOME - Lomé, Togo
10.2016	CERTIFICATE IN ENGLISH, English Language, ACADEMIC CENTRE OF LANGUAGES - Accra, Ghana
11.2016	CERTIFICATE IN COMPUTER COURSES, CELPS-GHANA - Accra, Ghana
2016-2017	DIPLOMA IN TRANSPORTS AND LOGISTICS, AFRICAN INSTITUTE OF PROFESSIONAL EDUCATION - Accra, Ghana
2018-2019	Certificate, CABIN CREW / AIRHOSTING, TRIPSTAR AVIATION SCHOOL (IATA) - Accra, Ghana
2021-2022	Certificate, GRAPHIC DESIGN / ANIMATION, OPEN LABS GHANA - Accra, Ghana
2022-2023	Certificate And Diploma, SOFTWARE DEVELOPMENT / BUSINESS COMPUTING, THE GHANA-INDIA KOFI ANNAN CENTRE OF EXCELLENCE IN ICT (AITI-KACE) - Accra, Ghana
2023.til date	Bachelor of Science, Information Technology, METHODIST UNIVERSITY-Accra, Ghana

Professional Summary

To work in a company where my educational and professional capabilities will be fully utilized to bring about the corporate development of that company. Talented Manager with expert team leadership, planning and organizational skills built during successful career. Smoothly equip employees to independently handle daily functions and meet customer needs. Diligent trainer and mentor with exceptional management abilities and results-driven approach.

Accomplishments

- Winner GREAT DEBATES
- Winner MISS INTEGRATION 2016
- 2nd runner up MISS BORO GHANA 2016

Skills

- Microsoft .NET MVC
- PHP
- Laravel
- JavaScript
- React JS
- MySQL
- HTML
- CSS

Work History

01.2017 - Current

CANAL MANAGER - DSTV CUSTOMER SERVICE AND CASHIER CADMUS ELECTRONICS LTD - Accra, Ghana

- Managed and motivated employees to be productive and engaged in work.
- Accomplished multiple tasks within established timeframes.
- Maintained professional, organized, and safe environment for employees and patrons.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.

01.2015 - Current

GENERAL MANAGER LA DELIVRANCE SCHOOL-TOGO - Lomé, Togo

- Developed and implemented strategies to enhance quality education.
- Managed budget implementations, employee reviews, training, schedules, and contract negotiations.
- Monitored financial performance, set budgets and controlled expenses to provide financial stability and long-term school growth.
- Maximized efficiency by coaching and mentoring personnel on management principles, industry practices, company procedures, and technology systems.

01.2016 - 01.2017

MARKETING AGENT CANAL PLUS GHANA - Accra, Ghana

- Developed corporate communications strategies, programs and projects.
- Partnered cross-functionally to identify marketing opportunities to support brand objectives.
- Responded to customer inquiries promptly and professionally to increase customer satisfaction.
- Coordinated with sales and operational teams to verify alignment of marketing initiatives with company goals.

01.2015 - 12.2015

HOSTESS

MEDITERRANEAN SHIPPING COMPANY - Lomé, Togo

- Resolved customers and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Cultivated positive customer relations by managing information and orchestrating speedy resolutions.
- Relayed customers comments or suggestions to manager on duty for further action.

08.2014 - 01.2015

HOSTESS

UNICEF-TOGO - Lomé, Togo

- Greeted customers warmly upon arrival and provided friendly and warm presence throughout visiting experience.
- Answered phone calls to take orders, give information and document reservations.
- Completed daily side work and opening and closing duties without fail.

01.2013 - 03.2014

CUSTOMER CARE SERVICE

HOTEL MERCURE SAKAKAWA - Lomé, Togo

- Assisted call-in customers with questions and orders.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Responded to customer needs through competent customer service and prompt problem-solving.

Personal Skills And Ability

- Committed and hardworking
- Discipline and courteous
- Able to work with or without supervision
- 2nd runner up MISS BORO GHANA 2016
- Winner MISS INTEGRATION 2016
- Has won a successful competition of GREAT DEBATERS

References

Mr CHRISTOPHER BOURMA, MANAGER OF CANAL GHANA , 0273400528

Languages

French



 Bilingual or Proficient (C2)

English



 Advanced (C1)

Ewe



 Advanced (C1)