

## ERNEST YAO GABLUI

**Nationality:** Ghanaian

**Location:** Mallam - Weija

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### CAREER OBJECTIVES

I am a banking and finance graduate with special interest in Corporate Finance, Investment Fundamentals, Banking and Investment Analysis, Securities and Portfolio Analysis, Economics of Money and Capital Markets, E – Banking and E – Commerce, and Offshore Practice and Administration.

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### WORK EXPERIENCE

#### **VFS Ghana Private Limited**

Call Centre Agent, *July 2018 – Present*

- Answer incoming calls and respond to Applicant's emails.
- Management and resolve Applicant complaints.
- Identify and escalate issues to supervisors.
- Provide service information to Applicants.
- Follow up Applicant calls where necessary.
- Respond to Applicant inquiries.
- Manage filing, mailing, correspondence and other management tasks.
- Send Switzerland weekly email reports.
- Book appointment for Applicants to the Switzerland Embassy.
- Call Applicants for their decisions and legalizations.
- Call Applicants for interview to the various Embassies.

#### **Hotel Bay View by Royal Dede**

Front Desk Officer, *November – December 2017*

- Welcoming guests as they arrive at the hotel.
- Checking guests in and out.
- Issuing keys.
- Taking reservation by telephone or email.
- Preparing bills and dealing with payments.
- Providing guests with information.
- Answering guest queries.

- Dealing with guest complaints.
- Handling cash for the hotel and reconcile all cash dropped at the front desk.
- Maintaining accounting databases by entering data into their various ledgers.

#### **Beige Capital Bank**

Financial Service Officer (FSO), *June 2016 – May 2017*

- Prospecting for potential clients.
- Mobilizing cash from customers.
- Updating and reconciling client passbook.
- Managing new accounts and ensuring compliance with company policies and procedures.
- Enrolling clients on a fixed deposit investment.

#### **Glico Life Insurance**

Sales and Marketing Executives, *March 2016 – May 2016*

- Investigating customer's needs and advising appropriate insurance.
- Visiting clients (when required).
- Maintaining a customer database.

**Ghana Education Service (Ga - South Municipality)**

### **Ngleshie Amanfro Senior High School**

Accounts department (National Service Personnel),  
*September 2014 - August 2015*

- Received bank drafts made on behalf of the students.
- Entered the amount on the bank drafts through the use of software.
- Printing and issuing receipts to students.
- Reconciled drafts collected with issued receipts.
- Depositing money at Bank.

- Preparation of Bank Reconciliation Statements.
- Entering data of Pay Slips through the use of excel.

### **Ghana Statistical Service, Accra**

External Audit (Internship), *June 2013 - August 2013*

- Auditing of Bank Reconciliation Statement.
- Making recommendations as to any discrepancies observed during audits

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## **EDUCATION**

### **UNIVERSITY OF PROFESSIONAL STUDIES, ACCRA**

Bachelor of Science in Banking and Finance, *September 2011 - August 2014*

- **Major:** Finance

Baccalaureat in Serie A4, *September 2004 – July 2007*

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## **SKILLS**

### **Professional**

- ✓ Bank Reconciliation
- ✓ Auditing
- ✓ Book keeping
- ✓ Record keeping
- ✓ Data Entry
- ✓ Record all cash activity on a daily basis
- ✓ Financial Data Analysis
- ✓ Microsoft Excel
- ✓ Microsoft Word
- ✓ PowerPoint

### **Personal**

- ✓ Teamwork
- ✓ Listening Skills
- ✓ Communication Skills
- ✓ Time Management
- ✓ Meeting Deadline
- ✓ Quick Learner
- ✓ Hardworking
- ✓ Well organized, reliable, punctual and competent
- ✓ Detail Oriented
- ✓ Internet

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## **LANGUAGES**

**English:** Fluent, both written and spoken

**French:** Fluent, both written and spoken

**Ewe:** Fluent in spoken

**Twi:** Basic and conversational

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## REFERENCES

Mrs Abena Denkyeraa Ntow-Affum

Branch Chief Executive

Beige Capital Bank

Tel: 0244 712 830

Miss Juliet Tawiah Freeman

Deputy Manager-Operations

VFS Ghana Private Limited

Tel: 0242 903 706