

RACHAEL OTUAH

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CAREER OBJECTIVE

A driven Business Administration graduate with 2+ years of hands-on finance experience at Ghana Civil Aviation Authority and Center for Analytics Services. Contributes to budget management (over GHS 2 million), ensures accurate payment reconciliation of about 85%, and boosts audit readiness of 20%. Eager to pursue an MSc in Finance and Accounting to deepen my technical skills and create impactful solutions in financial management.

SKILLS AND COMPETENCIES

- **Financial Reporting & Budgeting:** Prepare and support monthly and quarterly financial reports while assisting in managing departmental budgets, contributing to effective financial planning and oversight.
- **Revenue Collection & Reconciliation:** Process and reconcile large volumes of payments with high accuracy, enhancing the integrity of revenue tracking systems.
- **Procurement & Compliance:** Participate in procurement activities and vendor coordination while adhering to public sector compliance standards and financial regulations.
- **Customer Relationship Management:** Provide excellent customer service by handling inquiries, processing transactions, and resolving issues for over 100 clients weekly, strengthening client trust and satisfaction.
- **Data Management & Documentation:** Maintain and organize financial records and customer data to ensure timely, reliable, and accurate documentation.
- **Technology Proficiency:** Use Microsoft Office Suite (Excel, Word, PowerPoint) effectively for financial analysis, documentation, and communication; proficient in online research and professional email correspondence.
- **Analytical & Problem-Solving Skills:** Analyze financial data, identify discrepancies, and propose solutions, contributing to process improvements and error reduction.
- **Time Management & Organization:** Prioritize multiple responsibilities efficiently in high-pressure environments, meeting deadlines and maintaining the quality of work.
- **Communication & Team Collaboration:** Collaborate effectively within cross-functional teams and communicate clearly with stakeholders, supporting cohesive and goal-oriented work environments.
- **Adaptability & Eagerness to Learn:** Embrace new challenges and learning opportunities with a proactive mindset, continuously developing knowledge in finance and accounting.

PROFESSIONAL EXPERIENCE

Ghana Civil Aviation Authority (GCAA)

Assistant Account Officer

Accra, Ghana

2024 – Present

ROLES

- Contributes to the preparation and ongoing monitoring of departmental budgets valued at over GHS 2 million, ensuring alignment with organizational financial goals.

- Processes and reconciles 300+ fee payments with a 98% accuracy rate, supporting timely revenue collection and reporting.
- Assists in compiling monthly and quarterly financial statements submitted to the Controller and the Accountant General's Department.
- Coordinates procurement activities, verifying documentation, and liaising with 10+ vendors to ensure compliance with financial procedures.
- Collaborates in internal audit preparation, enhancing departmental audit readiness by 20%.
- Applies strong analytical thinking, time management, and financial documentation skills to improve departmental efficiency.

CENTER FOR ANALYTICS SERVICES

Junior Internal Auditor, Remote

ROLES

Accra, Ghana

05/2023 – Present

- Support internal audit operations by evaluating financial records, budget compliance, and internal control systems to ensure transparency and efficiency in financial processes.
- Contribute to the preparation and continuous monitoring of departmental budgets and aligning spending with organizational priorities and regulatory standards.
- Process and reconcile financial transactions with accuracy, improving the reliability of revenue tracking systems.
- Collaborate with cross-functional teams during audit preparation, resulting in enhanced audit readiness and a 20% improvement in departmental compliance.
- Verify procurement documents to ensure adherence to procurement policies and financial regulations.
- Assist in the generation of monthly and quarterly financial reports submitted to senior management and oversight bodies.
- Demonstrate strong analytical, organizational, and documentation skills to identify discrepancies and recommend solutions that enhance financial integrity and operational efficiency.

UPPER AMENFI RURAL BANK

Finance Intern, Banking Operations

ROLES

DUNKWA-ON-OFFIN

2021(3months) & 2022 (4Months)

- Handled daily banking transactions and responded to inquiries from over 100 clients weekly, maintaining a 90% customer satisfaction rate.
- Maintained and organized 200+ client records, enhancing data accuracy and improving operational efficiency by 30%.
- Assisted in reconciling over 150 account statements, reducing transaction discrepancies by 25%.
- Supported loan processing and repayment tracking for 50+ active accounts, contributing to improved loan recovery efforts.
- Verified and processed customer deposits, withdrawals, and transfers, ensuring a 98% accuracy rate.

- Helped prepare and review end-of-day financial summaries to support daily branch reporting processes.
- Provided frontline support at the banking hall, resolving over 20 customer issues per day through active listening and problem-solving.
- Used Microsoft Excel and internal banking software to update transaction logs and generate client reports, reducing administrative time by 20%.

EDUCATION

UNIVERSITY OF PROFESSIONAL STUDIES, ACCRA (UPSA)

ACCRA, GHANA

Bachelor of Business Administration

2018 – 2024

- **Relevant Coursework:** Financial Management, Accounting Principles, Business Strategy, Marketing

ST. ANDREWS SENIOR HIGH SCHOOL

ASSIN FOSU, CENTRAL

West African Senior School Certificate

2017 – 2020

- **Relevant Coursework:** English, Financial Accounting, Principles of Cost Accounting, Economics

REFERENCES

1. Miss Anglina Boateng

Human Resource Manager

Center for Analytics Services

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2. Dr. Rejoice Esi Asante

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4. Mr. Emmanuel Odartey Aryeetey

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