

JOSEPHINE MAAME DES-BORDES ANTWI

(814)-769-6817 | jmd8051@psu.edu | <https://www.linkedin.com/in/josephine-des-bordes-187b60142>

EDUCATION

The Pennsylvania State University	State College, Pennsylvania
Master of Science in Human Resource Employment Relations	Graduation: May 2025
Methodist University College of Ghana	Accra, Ghana
Bachelor of Business Administration (HRM)	Graduation: August,2013
African University College of Communications	Accra, Ghana
Diploma in Communication Studies	Graduation: July,2008

EXPERIENCE

Personal Business	Accra, Ghana
Entrepreneur	July,2019-December,2022
<ul style="list-style-type: none">• Sold and marketed Shea butter by using social media and increased sales significantly.• Sold Cars through Networks as well as social media.	
Alpha Capital Savings&Loans	Mankessim, Ghana
Customer Service Officer	October,2016-June,2019
<ul style="list-style-type: none">• Opened Accounts• Cross sold company products and services.• Involved in the increase in the customer base of a newly established branch in a highly competitive financial environment.• Facilitated the training of field agents and establishing proper means of keeping records of monies brought in by the field agents.• Involved in the recruiting and selection of field agents.	
Bayport Savings &Loans	Bolgatanga, Ghana
Cashier	April,2015-October,2016
<ul style="list-style-type: none">• Received and counted working cash at beginning day.• Involved in increasing the Customer Loan Portfolio of the branch through telemarketing.• Facilitated the establishment of proper ways to solve the delay in providing customers with feedback mostly regarding their refunds and outright settlement balance.	

GCB Bank Ltd

Kibi, Ghana

National Service (Customer Service)

November,2013-October,2014.

- Managed transactions and answered customer queries.
- Attended to customer needs and offered the best solution based on proper company policies;
- Referred customers to people who specialize with the type of problem present.

Say Cheers/Koonad Ltd

Accra, Ghana

Secretary

March ,2011-February,2012

- Filed Important Company Documents.
- Answered, screened and directed inbound phone calls.
- Facilitated the Filing of important company documents and registering of company products.
- Ensured that all products distributed have followed the standards and regulations of the Foods and Drugs Board.

Ghana Broadcasting Corporation

Accra, Ghana

Reporter (National Service Person)

October,2008-July,2009

- Prepared, edited, filed and reported over 20 stories.
- Involved in the coverage of the 2008 general elections in the Greater Accra Region.

Skyy Power Fm/Tv

Takoradi, Ghana

Internship (Reporter)

July-September,2007

- Covered issues bordering on Social, Economic and Political.

HONORS AND AWARDS

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| ➤ Graduate Assistantship | 2023 |
| ➤ Hardworking Day Prefect | 2005 |