

MARTEKI AKITA

Location: Accra, Ghana
Phone: 0208004433 / 0266723150
E-mail: akitamarteki@gmail.com

Professional Summary

Reliable and detail-oriented professional with practical experience in administrative support, record management, and customer service within banking, education, and public sector settings. Skilled in correspondence handling, organizing meetings, data entry, and front-desk operations. Strong communication skills in English with working knowledge of French. Technologically proficient and adaptable, with a consistent track record of supporting smooth office operations.

Work Experience

MasterCard Foundation via Jobberman | Seconded to Absa Bank, Accra (June 2024- May 2025)

Customer Service Assistant(Graduate trainee program)

- Responded to customer enquiries by phone and in person, ensuring accurate and timely communication.
- Maintained confidential client records and updated databases.
- Drafted internal responses and followed up on customer complaints professionally.
- Supported team with admin tasks including basic data entry and documentation.

Harvest Christian Academy (September 2020- August 2023)

Teacher

- Maintained organized student files, academic records, and reports.
- Drafted communication to parents and internal notices.
- Scheduled meetings with parents and took structured notes.

Harvest Christian Academy (September 2019- July 2020)

Teaching Assistant

- Assisted in preparing reports, worksheets, and exam materials.
- Maintained filing of class records and administrative documents.
- Used Google Classroom and Seesaw to support online learning coordination.

Greater Accra Regional Coordinating Council (September 2018-August 2019)

Local Government Inspectorate Unit Support

- Verified and recorded financial and administrative data from local government units.
- Supported internal filing, data archiving, and records review.

Women's World Banking Ghana (June 2016-August 2016)

Customer Support Intern

- Drafted simple reports and letters under supervision.
- Assisted clients with inquiries and front-desk tasks.

Educational Background

- Ghana Institute of Management and Public Administration (September 2022- December 2023)
Master of Arts in International Relations and Diplomacy
- University of Cape Coast (September 2014- July 2018)
Bachelor of Arts, French

Skills

- Office Administration & Filing
- Drafting and Handling Correspondence
- Scheduling & Agenda Management
- MS Office (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Forms, Meet, Classroom)
- Time Management
- Good Communication Skills
- Discretion & Confidentiality
- Willingness to learn and grow professionally

Languages

- English (C2)
- French (B1)