

KWAKU KONADU BOATTEN

Date of birth: 15/01/1997

Nationality: GHANAIAN

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Profile

A highly motivated and adaptable Information Technology graduate with hands-on experience in IT support, compliance, and project management. Having served as a Compliance Officer during national service, I possess a strong understanding of regulatory frameworks and operational efficiency. I am passionate about continuous learning and problem-solving, with excellent communication skills and a commitment to delivering high-quality results in dynamic environments.

Skills

- Web development: Proficient in creating and designing websites with a focus on user experience
- Networking: Basic understanding of networking principles and practices
- IT support: Experience in troubleshooting and providing technical assistance for various IT issues
- Data analysis: Strong analytical skills for interpreting and managing data effectively
- Compliance: Knowledge of tax regulations and compliance procedures from my role as a compliance officer

- Project management: Ability to manage projects effectively and work collaboratively in team settings
- Software proficiency: Familiarity with microsoft office suite (excel, word, powerpoint) and various it tools
- Organizational Skills: Experience in managing executive administrative tasks and maintaining comprehensive records, ensuring smooth operations.
- Attention to Detail: Proficient in managing financial records and member information while ensuring confidentiality and accuracy.

Traits

- Excellent listening skills
- Strong team building and leadership abilities
- Quick learner with a passion for continuous learning
- Effective multitasking and time management skills
- Customer service skills
- Highly adaptable to changing environments and situations
- Problem-solving and critical thinking capabilities
- Strategic planning and organizational skills

Work experience

GHANA REVENUE AUTHORITY • KASOA • GHANA

National Service

09/2023 – 10/2024

During my national service at the Ghana Revenue Authority, I served as a Compliance Officer, where I was responsible for ensuring adherence to tax regulations and policies. My key responsibilities included:

- Assisting in the enforcement of tax laws and regulations to ensure proper compliance.
- Collaborating with various departments to streamline compliance processes and enhance operational efficiency.
- Providing guidance and support to taxpayers on compliance-related inquiries.
- Preparing reports on compliance findings and recommending actions for improvement.
- Assisted in negotiating repayment plans with taxpayers to facilitate debt settlement.
- Maintained accurate records of debtors and their payment histories.
- Assisted in identifying and addressing tax evasion and non-compliance issues.
- Managed and maintained records of outdoor compliance activities and findings.
- Assisted in debt management processes, including tracking overdue taxes and communicating with taxpayers.
- Supported the implementation of initiatives aimed at increasing tax compliance and revenue collection.

This experience enhanced my understanding of regulatory frameworks and strengthened my analytical and problem-solving skills.

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Industrial Training

07/2023 – 08/2023

- Analyzed delinquent tax accounts and formulated debt recovery strategies.
- Assisted in negotiating repayment plans with taxpayers to facilitate debt settlement.
- Conducted research and analysis to identify trends and patterns in debt recovery.
- Maintained accurate records of debtors and their payment histories.
- Participated in meetings and discussions related to debt management policies and procedures.
- Assisted in identifying and addressing tax evasion and non-compliance issues.
- Participated in field operations to verify tax declarations and documentation.
- Collaborated with senior staff to develop strategies for improving compliance rates.
- Managed and maintained records of outdoor compliance activities and findings.
- Assisted in debt management processes, including tracking overdue taxes and communicating with taxpayers.
- Contributed to the preparation of reports and presentations on compliance and debt management activities.
- Engaged with taxpayers to resolve issues and provide guidance on tax compliance.
- Supported the implementation of initiatives aimed at increasing tax compliance and revenue collection.

CHURCH LEADERSHIP AND ADMINISTRATIVE EXPERIENCE

Assistant Executive Secretary

08/2023 - Present

- Assisting in managing executive administrative tasks, ensuring smooth daily operations for church leadership.
- Coordinating schedules, arranging meetings, and managing communication between departments and leadership.
- Preparing and organizing official documents, reports, and presentations for church executives.
- Providing administrative support for special events, including planning and logistics.
- Enhancing efficiency by streamlining communication and document management processes.

Clerk

2019 - 2020

- Managed and maintained comprehensive records, including minutes, financial reports, and member information.
- Coordinated and facilitated church meetings, ensuring proper documentation and follow-ups.
- Oversaw administrative functions, including correspondence, filing, and report generation.
- Communicated with various church departments to ensure accurate and timely dissemination of information.

- Managed the logistical planning of church events, working closely with departments to ensure alignment with objectives.
- Maintained confidentiality and accuracy in all church records, particularly finances and membership.

Assistant Clerk

2018 - 2019

- Supported the main clerk in record-keeping, filing, and general administrative duties.
- Assisted in the organization of church events, from logistics to communication with attendees.
- Managed and organized incoming and outgoing correspondence, including emails, letters, and reports.
- Coordinated with other church departments to maintain efficient operations and document flow.
- Developed strong organizational skills by managing multiple administrative tasks and meeting deadlines.

Education

GHANA COMMUNICATION TECHNOLOGY UNIVERSITY ▪

ACCRA ▪ GHANA

INFORMATION TECHNOLOGY

09/2019 – 10/2023

ACCRA, GHANA

- Successfully completed coursework in database management, network security, and data analysis
- Developed practical skills in IT support, systems administration, and project management through hands-on projects and assignments
- Created and designed websites to enhance skills in web development and user experience
- Acquired foundational knowledge in networking principles and practices to contribute to a well-rounded understanding of IT infrastructure
- Collaborated on group projects to enhance teamwork and communication skills
- Engaged in extracurricular activities related to technology and innovation

Certificates

BSC INFORMATION TECHNOLOGY

GHANA COMMUNICATION TECHNOLOGY UNIVERSITY

09/2019 – 10/2023

References

- ❖ Philip Bensti Arthur
- ❖ Supervisor Compliance(Principal Revenue Officer)
- ❖ Ghana Revenue Authority
- ❖ 0244050881
- ❖ Philip.arthur@gra.gov.gh

- ❖ Foli Edem Kojo Bessah
- ❖ Revenue Officer
- ❖ Ghana Revenue Authority
- ❖ 0208714782
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- ❖ Shadrack Bentum
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