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| 21 Rothley Chase RH16 3PE, Haywards Heath **(**+44) 7442 853460 **|** mpoppong1@gmail.com |

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MARGARET pokuaa OPPONG

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| Professional Summary | I am an enthusiastic young lady who has transitioned into the healthcare sector as a healthcare assistant. As a healthcare assistant I am eager to ensure clients and service users are at the heart of their care and receive the dignity and respect they deserve. I contribute to the success of my team through hard work, attention to detail and excellent organizational skills. I seek opportunities for both professional and personal growth. |

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| Work History | SENIOR CARE WORKER 11/2023 to Current  River Garden Care Ltd, Bromley, United Kingdom   * Helping a care home resident get dressed, wash, take medication, exercise, prepare their meal and serve them with it and hoisting. * Providing information to family members regarding the care plan. * Working with other health and social care professionals to provide holistic care. * Recording and reporting essential information in the residents’ daily reports file accurately and immediately (communication systems, care and health monitoring accident and incident reports). * Giving feedback to health and social care professionals.   Healthcare assistant 09/2023 to 10/2023  Willow Care and Support Ltd, Northampton, United Kingdom   * Ensure care plans and other information about how to support service users are followed and up to date to provide the best care I can. * Supporting service users to maintain their relationships and connections with the local communities/families/friends. * Ensure service users are at the heart of care delivery and their wishes and preferences are respected and incorporated into their daily life. * To contribute to the efficient running of the service. * I am responsible for informing the senior carer/Nurse of any changes in the needs of service users. * And responsible for promoting and safeguarding the welfare of those individuals we support. * Empower individuals to be as independent as possible and live life to the fullest.   Credit Administrative Officer 06/2017 to 08/2023  Golden Pride Savings and Loans Ltd, Accra, Ghana   * Assist the elderly in accessing banking products. * Ensuring that customers who are elderly are given the needed support when they visit the bank. * Consolidate and submit Monthly/Quarterly/Annual Reports and correspondence to statutory internal and external agencies. * Assist in managing committees’ meetings and legal cases calendar. * Arrange meetings and conferences, including preparing items needed and minutes for same. * Collaborate and follow up on routine task assignments for internal and external meetings and projects. * Carry out day-to-day duties accurately and efficiently. * Collaborate with team members to achieve target results. * Arrange travel and accommodation requests for the management members and staff when needed.   Risk and Compliance Officer 06/2016 to 05/2017  Golden Pride Savings and Loans Ltd, Accra, Ghana   * Manage day-to-day communication of Management and Board decisions on credit facilities to branches. * Assist in organizing various training workshops. * Prepare monthly reports by collecting data from internal stakeholders and analyzing them for necessary stakeholders. * Liaise with banking operations and credit department to identify potential areas of risk and help streamline their operations to help prevent fraud. * Influenced appropriate risk management prioritization on the front lines to promote strategic objectives while meeting operational risk program expectations.   Operations Officer 11/2015 to 05/2016  Golden Pride Savings and Loans Ltd, Obuasi Central Branch, Obuasi, Ghana   * Updated and published standard operating procedures (SOPs) using stakeholder, customer and employee input and feedback resulting in clearer and more useful instruction for users. * Provided excellent customer care to maintain and improve customer relations, strengthen loyalty, and increase product and service sales. * Liaise with the finance and human resource department daily on all matters concerning cash and the welfare of staff. * Liaise with the head office credit department on monitoring branch credit facilities and evaluating the performance of branch. * Authorizing vouchers and reviewing accounts of express items for the branch * Initiating, planning, and organizing customer visitation, meetings, and workshops towards the Achievement of branch targets and institutional goals * Reviewed new accounts for required documentation. |

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| Education | * Atlas, Citation Limited: Certificate in Autism, Definitions, Context, and background – Understanding Autism Spectrum Disorder 14/09/2023. * Atlas, Citation Limited: Certificate in Care, this certificate covers the 15 standards of care course, no practical modules 13/09/2023. * Atlas, Citation Limited: Certificate in Employee Features, 09/09/2023 * Alison Education: Diploma in Caregiving, The Roles & Responsibility of a Carer, fundamental skills in Caregiving, infections, Nutrition & Food Safety 07/2023 * Kwame Nkrumah University of Science and Technology, Kumasi, Ghana: Master of Science, Development Policy, and Planning, (Principal subjects Project Analysis and Appraisal, Spatial Policy) August 2015 – June 2019 * The University of Ghana, Accra, Ghana: Bachelor of Arts Political Science with Sociology (Public Administration, Social Political Thought, Human Rights) August 2007 – May 2011 * Yaa Asantewaa Girls Secondary School: West Africa Secondary School Certificate, Accounting, September 2003 – May 2006 |

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| **SKILLS**  **Driver’s License** | * Unique attention to details **LANGUAGES SPOKEN** * Time management English Fluent * Project and task management Twi Fluent * Administrative Skills * Information monitoring * Communication and interpersonal skills * Reporting and presentation skills * **Yes** |

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