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# KOFI OKYER BENYI

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## PROFILE

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A dynamic professional with extensive experience in education, hospitality, administration and customer relations. Dedication to serve domestically and internationally in any area I find myself.

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## EDUCATION

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UNICAF UNIVERSITY (DISTANCE), 2019-DATE

*MSC. (MANAGERIAL PSYCHOLOGY)*

UNIVERSITY OF NICOSIA, 2016-2019

*M.ED. (EDUCATIONAL LEADERSHIP AND ADMINISTRATION).*

UNIVERSITY OF CAPE COAST, 2004-2009

*B.ED. (ARTS)- FRENCH MAJOR.*

ACHIMOTA SENIOR HIGH SCHOOL, 2000-2002

*SENIOR SECONDARY SCHOOLS' CERTIFICATE EXAMINATION (SSCE).*

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## PROFESSIONAL CERTIFICATION

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COLLEGE BOARD, UNITED STATES OF AMERICA, 2020

*ADVANCED PLACEMENT TRAINING- FRENCH LANGUAGE AND CULTURE*

GRADUATE SCHOOL OF GOVERNANCE AND LEADERSHIP, 2011

*ADVANCED EXECUTIVE CERTIFICATE IN MARKETING AND SELLING.*

ALLIANCE FRANÇAISE D'ACCRA, 2010

*DIPLÔME APPROFONDI DE LANGUE FRANÇAISE (C1).*

INSTITUTE OF COMMERCIAL MANAGEMENT, UK, 2009

*DIPLOMA IN PUBLIC RELATIONS.*

CENTRE INTERNATIONAL DE RECHERCHE ET D'ÉTUDE DE LANGUE (VILLAGE DU BENIN), 2008

*DIPLÔME D'ÉTUDES EN LANGUE FRANÇAISE (B1, B2).*

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## PROFESSIONAL EXPERIENCE

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**PRESBYTERIAN UNIVERSITY COLLEGE GHANA**, Okwahu Campus

August 2017 – June 2021

***Junior Assistant Registrar***

- Performing Administrative duties at the Registry.
- Management of files and documents in the Registry.
- Supervision of administrative staff.
- Servicing of Committees.
- Assuming additional responsibilities when necessary.

**AMERICAN INTERNATIONAL SCHOOL**, Accra

August 2017 – June 2021

***High/ Middle School French Teacher***

- Teaching French to high/middle school students.
- Serving on event committees.
- In charge of advisory group to counsel students on their academics.
- Teaching after school activities.
- Assuming additional responsibilities when necessary.

**BEST WESTERN PREMIER ACCRA AIRPORT HOTEL**, Airport-Accra

March 2013 – July. 2017

***Assistant Front Office Manager***

- Made reservations for guests.
- Organized and maintained documents in paper and electronic filing systems.
- Wrote daily reports to General Manager on occurrences in the hotel.
- Handled email and telephone correspondence between bookers, guests and the hotel.
- Made room reservations and facilitated conference bookings
- Maintained guest records and signed them up for rewards programmes.
- Requested for supplies for the Front Office.
- Inspected rooms before check in.
- Checked guests in and out of the hotel.
- Received and dropped payments and balancing accounts.
- Supervised colleagues in their duties.
- Managerial oversight of the front office.

**YOUTH WEB INTERNATIONAL**, Accra

January – Feb. 2013

***Administrator (contract)***

- Handled correspondence.
- Took minutes of meetings.
- Settled bills of the organization.
- Performed general office duties.

**ALLIANCE FOR A GREEN REVOLUTION IN AFRICA (AGRA),** Accra March 2012

***Translator/Interpreter (contract)***

- Interpreted speeches from French to English and vice versa.
- Translated documents from French to English and vice versa.

**VODAFONE GHANA ASSOCIATE DISTRIBUTOR SHOP,** Accra December 2011 – Jun. 2012

***Customer Care Executive***

- Listened to and resolved customer complaints.
- Swapped and ported customer numbers.
- Marketed promotional products.
- Referred complex complaints to the back office for resolution.

**OLAM GHANA LIMITED,** North Industrial Area October 2011

***Data Entry Clerk (contract)***

- Entered retail data from hard copy to soft copy.

**SNOWY MOUNTAIN ENGINEERING COOPERATION,** Labone March 2010

***Translator (contract)***

- Translated documents from French to English and vice versa.

**GHANA TOURISM AUTHORITY, HEAD OFFICE,** Accra October 2009- Aug. 2010

***National Service Person***

- Handled correspondence between clients and the marketing department.
- Cross checked data of travel and tour agencies.
- Carried out research assignments.
- Translated documents between the Authority and Francophone neighbors as well as general translation duties.
- Manned stands at local and international fairs.

**UNIVERSITY JUNIOR HIGH SCHOOL,** Cape Coast 2009

***Student Teacher***

- Taught French to JHS 1 students.

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**VOLUNTEER EXPERIENCE**

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- Good Shepherd Methodist Church, Lay Council, Secretary, April 2021-Current
- Good Shepherd Methodist Youth Fellowship, Joint Fundraising Committee Member, 2019 -Current.
- Good Shepherd Methodist Youth Fellowship, Assistant Secretary, September 2017 – Current.

- Good Shepherd Methodist Youth Fellowship, Trade Fair Committee Secretary, Jan. – December 2017.
- Good Shepherd Methodist Youth Fellowship, Visitation Wing Leader, Sept. 2014 - Sept. 2017.
- Good Shepherd Methodist Youth Fellowship, Joint Fundraising Committee Secretary, Jan. – December 2012.
- Good Shepherd Methodist Church, Lay Preacher, 2011- Current.
- Good Shepherd Methodist Church, Vacation School, Volunteer Teacher, 2010 – 2012.
- Good Shepherd Methodist Youth Fellowship, 2010 - Current.
- Protestant and Pentecostal Chaplaincy, University of Cape Coast (UCC), Chorister, 2004 - 2009.
- Ghana Methodist Students Union (GHAMSU), UCC, Choir Vetting Committee Secretary, 2009.
- Habitat for Humanity, UCC, Member, 2007 - 2009.
- GHAMSU, UCC, Dinner Committee, Member, April 2009.
- GHAMSU, UCC, Choir Secretary, 2005 - 2006.
- Responsable de la salle de club Français, 2003 - 2004.
- GHAMSU, Achimota School, President, 2001- 2002.
- Scripture Union, Achimota School, Counselor, 2001- 2002.
- Dormitory Monitor, Livingstone House, 2001- 2002.
- Achimota School, Chapel Committee, Member, 2001- 2002.
- GHAMSU, Achimota School, Secretary, 2000 - 2001.

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### AWARDS φ SEMINARS φ CERTIFICATES

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- Government of Ghana Scholarship.
- Student Employment Empowerment.
- Event Management Seminar.
- Greater Works Conference.
- Customer Service Skills for Front Line Staff.
- Staff Grooming and Business Etiquette.
- How to write a thesis for your Masters or PHD.
- Master your time. Do more. Stress less.
- How to manage brand reputation online and empower consumers.
- Social Media Marketing

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### SKILLS

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- Microsoft Word, Excel, PowerPoint, Outlook
- Gmail, Google Documents, Google Drive, Google Slides

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### HOBBIES

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- Singing and Reading.

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## REFERENCES

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Best Western Premier Accra Airport Hotel  
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