

# Thomas Nyarko Hayford

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## ABOUT MYSELF

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Highly motivated professional with a diverse experience in relationship management, sales, operations, software testing and human resources. Proven ability to exceed targets, build strong client relationships, and provide exceptional support. Seeking a challenging role where I can utilize my skills and contribute to the success of a dynamic organization.

## WORK EXPERIENCE

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### **Hubtel Limited** – Kumasi, Ghana

**City:** Kumasi | **Country:** Ghana

#### **Relationship Manager**

[ 03/03/2025 – Current ]

- Sold Hubtel's products (USSD, MA Portal, APIs) to businesses.
  - Successfully transitioned merchants from USSD to website integration, streamlining their payment processes.
- Drove sales growth.
  - Consistently exceeded weekly sales targets, growing revenue from GHS 50.00 to over GHS 1000.00.
- Managed relationships with clients
  - Cultivated strong relationships with merchants through regular visits and support.
- Trained Merchants on product usage.

#### **Retailer Relationship Executive**

[ 07/08/2023 – 28/02/2025 ]

- Increased retailer order volumes by:
  - Requesting and distributing promotional materials which included flyers and social media graphics to enhance retailer visibility and drive customer engagement.
  - Securing funding for promotional videos for high-potential restaurants, significantly boosting engagement.
  - Proposing targeted discounts on specific days leading to increased order volumes and overall sales growth.
- Improved customer satisfaction by:
  - Effectively relaying customer feedback and pain points to retailers, ensuring prompt issue resolution and minimizing future occurrences.
  - Maintaining daily contact with partner retailers to foster strong relationships, improve communication, and proactively address concerns such as customer complaints and price increases.
- Reduced retailer cancellations from 20% to 8% by:
  - Ensuring consistent communication and proactive support to all partner retailers, ensuring they are adequately prepared to fulfill all incoming orders.
  - Turning off restaurants who are not prepared to work for the day so riders do not have to cancel orders.
- Enhanced retailer performance by:
  - Successfully onboarding new partner retailers, providing comprehensive training, and ensuring they maintain a qualification score of 80% and above.
  - Onboarding high-quality restaurants to the platform, significantly increasing user interest and driving consistent week-over-week growth in deliveries.
- Increased profitability by:
  - Negotiating favourable markup agreements and service charges with partner retailers.

6. Improved platform offerings by:

- a. Utilizing search term analysis to identify and onboard high-demand items, aligning the platform with customer preferences.

### **Global Sky Limited – Accra, Ghana**

City: Accra | Country: Ghana

#### **Operations Assistant**

[ 22/05/2023 – 05/07/2023 ]

1. Increased client satisfaction and contract renewals by conducting daily site visits and implementing proactive security measures.
2. Maintained optimal security coverage by implementing a successful recruitment strategy, hiring at least 5 new security guards weekly.
3. Enhanced security team performance through regular assessments, disciplinary actions, and a strong focus on accountability.
4. Supported legal and law enforcement efforts by providing timely reports and CCTV footage in cases of suspected criminal activity.

### **International Testing and Training Services – United Kingdom**

Country: United Kingdom

#### **Software Tester - Freelance**

[ 06/01/2023 – Current ]

1. Conducted thorough testing for AI software for online exam proctoring.
2. Simulated various scenarios, including the use of unauthorized materials and external assistance.
3. Evaluated the software's ability to detect irregularities such as student movement, noise and potential cheating.
4. Performed the role of a remote proctor.
5. Performed the role of a student test taker.

### **Docupro Ghana Limited – Accra, Ghana**

City: Accra | Country: Ghana

#### **Data Verification Executive**

[ 06/09/2022 – 01/01/2023 ]

1. Received documents for data verifications and correction
2. Cross checked and verified data captured into the system for accuracy
3. Corrected incorrectly captured data.
4. Located and corrected any visible data errors by confirming its integrity
5. Inputted text and data into designated database systems.
6. Checked all completed work for accuracy and changed any field that required editing.

### **Carifika Inc. – Accra, Ghana**

City: Accra | Country: Ghana

#### **Human Resource Assistant - Volunteering**

[ 01/10/2020 – 31/12/2021 ]

1. Liaised with IT Department to setup emails and phone extensions after applications are filled out and approved by HR Manager.
2. Liaised with Graphics Team to send email signatures to hired applicants to put into their Carifika emails.
3. Updated contact lists of all team members.
4. Assisted in setting up new recruits on Microsoft Teams.
5. Liaised with Social Media Team for Newsletter updates.

### **University of Cape Coast – Cape Coast, Ghana**

City: Cape Coast | Country: Ghana

## Human Resource Assistant - National Service

[ 01/09/2018 – 31/08/2019 ]

1. Established and maintained a database of qualified study leave applicants.
2. Answered frequently asked questions from applicants and employees relative to study leave policies.
3. Assisted in performing periodic audits of HR files and study leave records to ensure that all required documents are collected and filed appropriately.
4. Prepared and proofread correspondences, invoices, presentations, brochures, publications, reports and related material from machine dictation and handwritten copy.
5. Scheduled and confirmed appointments and meetings of my H.O.D
6. Ordered office supplies and maintained inventory.
7. Arranged travel schedules and made reservations on behalf of my H.O.D
8. Supervised and trained interns in procedures and in use of current software.

## University of Cape Coast – Cape Coast, Ghana

City: Cape Coast | Country: Ghana

### Human Resource Assistant - Internship

[ 01/05/2017 – 30/06/2017 ]

1. Opened and distributed incoming regular and electronic mails and other materials and coordinated the flow of information internally and with other departments a organizations.
2. Answered telephone and electronic enquiries and relayed telephone calls and messages.
3. Greeted visitors, ascertained nature of their business and directed visitors to the appropriate person.
4. Provided logistical suport for my H.O.D during Audit Committee meetings.
5. Set up and maintained manual and computerized information filing system for easy retrieval.

## EDUCATION AND TRAINING

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### Bachelor of Arts Social Science (Economics & Geography)

*University of Cape Coast* [ 01/08/2014 – 31/05/2018 ]

City: Cape Coast | Country: Ghana | Website: [www.ucc.edu.gh](http://www.ucc.edu.gh)

### WASSCE

*St. John's Senior High School* [ 01/09/2009 – 30/06/2013 ]

City: Sekondi | Country: Ghana

## LICENSES & CERTIFICATIONS

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[ 10/2024 ]

### Get Started with Android Development

SkillUp EdTech

Link: <https://coursera.org/verify/l1Q1ODA1RLYH>

[ 10/2024 ]

### Introduction to Software Engineering

IBM

Link: <https://coursera.org/verify/8V1F4TR6451Y>

[ 09/2024 ]

### Introduction to Mobile App Development

IBM

Link: <https://coursera.org/verify/R2S00G76RJ5Y>

## SKILLS

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Customer Service

Relationship Building

Data Entry and Management

Employee Relations

Software Testing Life Cycle

Software Testing

Android Studio

## RECOMMENDATIONS

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Name: **Mr. Julius Prah** | Zonal Manager

Immediate Supervisor

E-mail: [julius.prah@hubtel.com](mailto:julius.prah@hubtel.com) | Phone number: (+233) 242212767

Name: **Mr. Michael Ampofo** | Retailer Readiness Executive

Associate

E-mail: [michael.ampofo@hubtel.com](mailto:michael.ampofo@hubtel.com) | Phone number: (+233) 599290419