

# **RUKAYA N. YAKUBU**

## **HUMAN RESOURCE MANAGEMENT**

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**LOCATION:** TAMALE | **LANGUAGES:** ENGLISH, DAGBANI & TWI

### **PROFESSIONAL SUMMARY**

I am a motivated young professional with a solid background in communication, administrative management and aspiring to excel in Human Resource Management. I possess over two years of experience in office administration, project coordination, and HR support. I seek to work with and for an institution which provides me the opportunity to improve my skills, knowledge and experience while growing alongside the institution's objective.

### **KEY SKILLS**

- Administrative management
- Office coordination/organization
- Basics in HR payroll and learning & development
- Project & Programs coordination
- Recruitment support
- Proficiency in Microsoft suites (excel – 65% proficient, above 80% for PPP, 90% for word)

### **ACHIEVEMENTS**

- Human Resource Professional Course Level 2 – Chartered Institute of Human Resource Management (CIHRM) – in progress
- Human Resource Mentorship Program COHORT 11 – certificate of completion (Human Resource Certification Center HRCC) - 2025

### **PROFESSIONAL EXPERIENCE**

#### **Admin (office assistant/ Sales Coordinator)**

##### ***Unichem Ghana Limited – June 2023 to present***

- Implemented successful events & programs
- Coordinated sales processes to aid sales and marketing teams on field
- Maintained a strong customer relationship and oversaw administrative duties and operational efficiency

#### **Marketing and communications Lead**

##### ***Jowato online marketplace – December 2022 to May 2023***

- Managed the startup's social media accounts, creating content and writing product articles
- Communicated with customers and vendors, ensuring seamless interactions
- Improved IT and graphic design skills, boosting products marketing efforts

## **Intern**

### ***Ghana Revenue Authority, Tamale East – Aug 2021 – Oct 2021***

- Assisted taxpayers in calculating returns and making mobile transactions
- Improved typing speed and digital filing accuracy

## **Branch/Campus manager (Part-time)**

### ***The good chef eatery - November 2021 – May 2022***

- Take food orders, ensure timely delivery and resolve customer complaints
- Offering catering services at events and programs
- Negotiate contract terms of agreement and pricing

## **National Service**

### ***University for Development Studies – Sept 2019 – Aug. 2020***

- Wrote and filed weekly and monthly reports with accuracy
- Analyzed students data and ensured timely delivery of reports

## **Intern**

### ***Tamale Teaching Hospital - May 2018 – July 2018***

- Writing reports, Filing and retrieval of documents
- Arranging for conference room facilities for meetings and conferences
- Representing the department at media programs

## **Intern**

### ***Radio Tamale - July 2017 – September 2017***

- Finding daily local news stories
- Editing voice notes for news presentation
- Translate news items to local dialect

## **EDUCATIONAL BACKGROUND**

### ***University for Development Studies, Nyankpala Campus – Tamale.***

BSc Social Change Communication - September 2019 - June 2022.

Diploma in Social Change Communication - September 2017 – June 2019.

### ***Asanteman Senior Secondary School – Kumasi***

West African Senior Secondary School Certificate Examination 2013 – 2016

**REFERENCE WILL BE PROVIDED ON REQUEST**