

Christian Boham AINGUAH

Contact

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Core Competencies

Internal Control Systems

Operational Risk Management

Strategic Planning

Project Management

Stakeholder Engagement

Financial Management &
Budgeting

Governance, Risk &
Compliance

Change Management

Customer Service Excellence

Negotiation & Conflict
Resolution

Verbal & Written
Communication

Results-driven and strategic leader with over sixteen (16) years of comprehensive experience in People Management, Internal Controls, Operational Risk Management, Banking Operations and Law. Proven track record of enhancing operational efficiencies, driving strategic initiatives, and fostering a culture of compliance and customer service excellence. Adept at leading cross-functional teams and implementing robust internal control systems to mitigate risk and ensure regulatory adherence.

Work History

Aug 2018 - Date **Zonal Branch Control Manager**

Consolidated Bank Ghana, CBG, Accra

- Providing independent assurance to the Head, Internal Control on the quality and effectiveness of internal control systems at branches and business centres within the assigned zone
- Developing operational risk and control-related strategic initiatives for the zone to help entrench sound risk management culture in the branches within the zone
- Overseeing the administration, work programs and review of reports of the Control Officers in the zone
- Accomplished multiple tasks within established timeframes.

2023-2024(May) **Legal Intern/Legal Pupil, Legal Department**
Consolidated Bank Ghana, Accra

- Reviewed and analyzed legal documents, agreements, legal opinions, rent negotiation discussions as well as responses to customers, while ensuring alignment with applicable laws and regulations and seeking best-interest position for the Bank.
- Drafted relevant security documents for credit facilities.
- Attended and participated in the conduct of court cases handled in-house, under guidance of Senior Counsel
- Drafted and filed court processes and prepared responses to State Institutions
- Coordinated the annual review of all governance policies and process flows as well as the Policy Manual of the Legal Department
- Conducted gap analysis on new and existing regulations relevant to the operation of the Bank.
- Assigned special task of preparing minutes of the meetings of the Bank's Executive Committee

2016-2018 (Jul) **Head, Branch Banking Services**
Sovereign Bank Limited, Accra

- Supervised and coordinated all branch operational functions and services across branches, enhancing Cash Management Operations.
- Updated and published standard operating procedures (SOPs) using stakeholder, customer and employee input and feedback leading to improved clarity and usability.
- Doubled the number of branches with satisfactory audit ratings within the first year of assuming role.
- Performed other critical roles including serving as Secretary to the Operations and Control Committee (OPCO) of the Bank as well as representing the Bank at industry forums, including the Ghana Association of Bankers and the Customer Service Forum.

2014 - 2015 **HR Business Partner**
Ecobank Ghana Limited, Accra

- Contributed as part of the senior HR team, to building a high-performing organization aligned with the strategic leadership agenda.
- Ensured that HR services are provided as appropriate to internal client (Operations & Technology staff) needs and identified new opportunities where HR can add value.
- Managed full recruitment cycle, performance management, and employee development processes, ensuring optimal performance of employees in the Operations & Technology divisions.

2010 - 2014 **Operations / Customer Service Manager**
Ecobank Ghana Limited, Accra

- Supported and deputized for the Branch Manager in management of branch, and successfully increased branch profitability by 80% within 16 months.
- Oversaw service delivery of all operations team members, ensuring adherence to branch service standards and optimizing workflows for efficiency.
- Reviewed and properly maintained the branch's accounting books and closely monitored expenditure and income with an aim of lowering branch's cost to income ratio, which was eventually attained.

Education

2023	Qualifying Cert. in Law: Professional Law Course Ghana School of Law - <i>Accra, Ghana</i>
2013	MBA: Finance Ghana Inst. of Management & Public Admin. (GIMPA) - <i>Accra, Ghana</i>
2018	Bachelor of Laws (LLB): Law Ghana Inst. of Management & Public Admin. (GIMPA) - <i>Accra, Ghana</i>
2006	Bachelor of Science: Nutrition and Biochemistry University of Ghana, Legon

Professional Affiliation

Oct 2023-Date	Member, Ghana Bar Association
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Languages

English	High proficiency
French	Basic Competency

