

# CITAM

CONSULTING • STAFFING

PROCUREMENT

## Company Profile



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## ABOUT US

CITAM is a firm that offers high-impact and innovative Consulting, Staffing & Procurement solutions to blue-chip organizations worldwide. CITAM is headquartered in Accra, Ghana, and has an office in Virginia, USA.

CITAM routinely organizes training programs in Professional Certifications, Leadership & Supervision, Functional Skills, and others for both in-house and public participation.

CITAM is at the forefront of implementing organizational development initiatives such as Strategic Planning, Performance Management, Competency Development, Total Rewards, and more. Our services include the procurement of office supplies, industrial chemicals, equipment, parts, consumables, and other technical services to the Mining, Oil & Gas, and Power sectors.

### OUR MANTRA

Aligning Strategy and Performance.

### OUR PHILOSOPHY

Good People Make Good Business.

### OUR VISION

To be a preferred consulting partner for driving individuals and organizations to peak performance!

### OUR MISSION

To work with happy people to provide innovative management solutions that are valued by our clients.

### OUR VALUES

We cherish people, businesses, and the community.

### OUR VALUE PROPOSITION

We measure outcomes and demonstrate value for money.

### OUR HISTORY

CITAM was originally incorporated in 2007 as the **Commonwealth Institute of Technology & Management** with the aim of offering courses in professional certifications in ICT and Management with a keen focus on disciplines such as MSCE, PHR/SPHR, CAPM/PMP, and others.

Over time, our clients redefined our brand by patronizing our Consulting & Training services with a focus on Strategic Planning, Leadership & Change Management, Management, and Supervisory Skills, Human Resource Management Systems, and SHRM Certification preparation classes.

In 2014, the company reorganized its operations and adopted **CITAM** as the official name. By offering consulting and training services to various industries over the years, CITAM has developed an interest and built expertise in procuring chemicals, equipment, parts, consumables, and technical services for the Mining, Oil & Gas, and Power sectors. This led to further reorganization to position the company as a consulting, training, and procurement firm.

## OUR PARTNERS



## PERMITS & LICENSES

- Public Procurement Authority – Supplier, Contractor, Consultant Registration Certificate
- Labour Department - License to Operate Private Employment Agency
- Petroleum Commission – Registration Permits

## STRATEGIC ALLIANCES

- Society for Human Resource Management, USA - SHRM Global Education Partner.
- The Youthpreneur Center – Youth Entrepreneurship and Business Incubation Ecosystem
- Pro Vision Consultants Ltd, Ghana - IT and Oracle Business Solutions Provider.
- Bloomwood Ltd, United Kingdom - Management Solutions Provider.
- Budget Outsourcing Ltd, - Staffing Outsourcing Provider.
- OGAB LLC, USA - Upstream Oil and Gas Training Provider.
- Bestar Steel Co., Ltd., China - CITAM is an Authorized Reseller for their complete line of pipelines for oil and gas drilling and production.
- Oilmec Drilling Equipment Pvt. Ltd., India – CITAM is an Authorized Reseller for their welded and non-welded Bow Centralizers, Float Equipment, Cementing Accessories, and more for the oil and gas drilling and production.

## THE TEAM

Our team consists of:

- Kojo Amissah, the Lead Executive & Principal Consultant, is responsible for the overall performance of CITAM. He is responsible for the provision of high-impact consulting, staffing, and procurement services to individuals and organizations.  
Kojo has consulting and training expertise in Corporate Strategy, Change Management, Organizational Development, Human Resource Management, Entrepreneurship & New Venture Creation, Project Management, Information Technology, and Local Content practice.  
Kojo holds a BSc. in Computer Science, an Entrepreneurship MBA, and SHRM-SCP and SPHR certifications in Human Resource Management.
- Result-oriented full-time employees with excellent academic qualifications, vast industry experience, functional and technical expertise, and the strategic mindsets needed to deliver customer-centered solutions for our clients.
- The CITAM Consultant Network - a vast network of seasoned consultants with the requisite expertise, academic qualifications, and experience to undertake various assignments.

## OUR PARTNERS





## SHRM PROGRAMS

Certifications  
Memberships  
Conferences  
Specialty Credentials

SHRM-CP® & SHRM-SCP®  
Professional & Global Only memberships  
Annual Conference & Expo, Special Events  
SHRM-PMQ, People Analytics

## CONSULTING – Design, Develop, Implement & Evaluate

- Strategic Planning
- HR Audit & Systems
- Competency Management
- Technology & Software
- Performance Management System
- Conditions of Service & HR Policies
- Compensation & Benefits
- Digital Learning Solution

## TRAINING – Public & In-house

### CITAM FLAGSHIP COURSES

#### Professional Certifications

- SHRM-CP® & SHRM-SCP® Certifications
- PMI-PMP® & PMP-CAPM® Certifications

#### Leadership Development

- Crafting and Executing Your Business Strategy
- Corporate Governance & Strategic Leadership
- Strategy, Brainstorming, & Team building Retreat
- The Balanced Scorecard - using winning KPIs
- Evaluating Organizational Performance
- Leadership & Change Management
- Management and Supervision
- 1-Year Modular Leadership Development Program

#### Essential Skills

- Essentials of Office Administration
- Customer Service (Frontline and Managers)
- Delivering Presentations with Ease and Confidence
- Interpersonal Skills - Influencing, Emotional Intelligence
- Communication and Assertiveness Skills
- Time Management
- Decision Making & Problem Solving
- Effective Negotiations
- Building High Performance Teams
- Effective Retirement Planning
- Outplacement & Layoff

#### Information Technology Skills

- Crafting Your IT Strategy
- Microsoft Office, Project & Visio
- EXCEL for Business Applications
- Business Applications – HRIS, PMIS
- Helpdesk/Call Center Administration

#### Entrepreneurship

- Entrepreneurship & New Venture Creation
- Business Plans & Proposal Writing

#### National Service

- Productivity Skills for New Employees
- Career Guidance Skills for Exiting Employees

#### Functional Skills

- Finance for Non-Finance Managers
- HR for non-HR Managers
- Fundamentals of Project Management
- Management Information Systems
- Business Process Reengineering
- Customer Relationship Management
- Supply Chain Management

#### Human Resource Management

- HR Strategy, Metrics & Analytics
- Conditions of Service, HR Policy & Employee Handbook
- Competency Framework & Succession Planning
- Motivation, Training & Development
- Performance Management System
- Compensation, Benefits & Incentives
- HR Reporting & End of Year Processes

#### Oil & Gas

- Upstream Petroleum Valuation
- Cash Calls in Oil & Gas Joint Ventures
- Assets Reliability & Integrity Management
- Integrated Reservoir Management

#### SME Development

- Managing Small Businesses
- Managing Family-Owned Businesses

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## STAFFING

We have mastered the art of screening out the gems from the chaff and providing you with candidates that hit the ground running.

### ► RECRUITMENT

#### EXECUTIVE SEARCH

- Recruitment of Senior level employees

#### PROFESSIONAL AND TECHNICAL WORKERS

- Recruitment of employees with specialized skills

#### GRADUATE RECRUITMENT

- Recruitment for entry level employee

#### STAFFING OUTSOURCING

- Management of a portion of your workforce

#### BACKGROUND CHECKS

- Verification and authentication of employee data

### ► STAFF AUGMENTATION & STAFFING OUTSOURCING

Our Outsourcing services enable you to focus on the important numbers whilst we handle the Sourcing and Recruitment, Time and Attendance, Payroll and Benefits Administration, and Employee relations that come with managing the personnel.

## PROCUREMENT

### ► CHEMICALS, PARTS & CONSUMABLES, AND TECHNICAL SERVICES

We work with oil and gas, mining, power, manufacturing, and other companies to fulfil their procurement needs for products and services at competitive rates.

## SAMPLE PRODUCT CATALOG



### CHEMICALS

- **Mining** - Activated Carbon, Caustic Acid, Hydrochloric Acid, Lime, Flux.
- **Oil & Gas** - Ethylene Glycol, Cementing Additives, Oils and Paints for Coating, Chemicals for Water Treatment, Lubricants and Grease.
- **Power** - Caustic Soda, Reagents for Laboratory Analysis, Foam Concentrate, Sulphuric Acid, Gas Turbine Compressor Water Wash, Sealants, Carbon, Lubricants, Grease.



### PARTS & CONSUMABLES

- **Mining** – Drilling Consumables and Accessories
- **Oil & Gas** – Drill pies, Cementing accessories, Fishing tools, Crossovers, Seals, Gaskets, Valves, etc.
- **Power** - Electrodes, Stainless & Galvanized Steel Pipes, Elbows, Welding Equipment, Submersible Pumps, Bearings, Steel plates, Motors, Capacitors, Relays, etc.



### OFFICE SUPPLIES

- Laptops, Personal Computers, accessories
- Stationery & Office Consumables



### TECHNICAL SERVICES

- Directional Drilling (MWD & LWD) Services
- Rigging Services & Rigging Lofts
- Welding Habitat & Services

# KEY CLIENTS & PROJECT EXPERIENCE

## PROJECT AREA

## KEY CLIENTS

### Procurement

- Supply of drill pipes, cementing accessories, drill collars, float shoes.

- Perenco Rio Del Rey S.A

### Strategic Planning Retreats

- Vision, Mission & Values Statements
- Environmental Scanning
- Balanced Score Card & KPIs
- Formulating SMART Objectives
- Strategies & Action Plans
- Strategy Evaluation

- Energy Commission
- Ministry of Finance, HR Directorate
- Bank of Ghana, HR Directorate
- Rigworld International Services
- Baker Hughes Ghana
- Bulk Oil Storage & Transportation
- Ministry of Energy
- Petroleum Commission
- Northern Development Authority (formerly, SADA)

### Performance Management System

- Policy Development
- Tools & Templates
- Targets Setting/Review Workshops
- Bonus Framework

- Ghana Revenue Authority
- Ghana Interbank Payment Settlement System
- Petroleum Commission
- Ghana National Petroleum Corporation
- National Health Insurance Authority
- Volta River Authority

### Leadership & Management

- 1-Year Modular Leadership Development
- Corporate Governance
- Leadership and Change Management
- Management & Supervision
- Business Process Reengineering
- Effective Retirement Planning

- OLAM Ghana
- National Health Identification Authority
- Volta River Authority
- Amenfiman Rural Bank
- CAL Bank
- Menzis Aviation Handling Services

### HR Policies & Programs

- Conditions of Service & Employee Handbook
- Grade Placement & Promotion
- Training & Development
- Compensation & Benefits
- Recruitment & Selection

- SNV Netherlands Development Organization
- Ghana Revenue Authority
- Bulk Oil Storage & Transportation

### Software Applications

- Microsoft Office
- Microsoft Project
- Oracle Upgrade
- STATA

- Tullow Oil Ghana
- Crown Agents
- World Health Organization, Ghana
- Munich Re
- NTHC Properties
- Social Security and National Insurance Trust

### Certification Prep Class

- SHRM-CP/SCP
- PMI-PMP / PMI-CAPM

- Newmont Gold Corp, Ghana
- Gold Fields, Ghana
- AngloGold Ashanti, Ghana
- Banro Mining Co, Democratic Republic of Congo
- Tullow Oil, Ghana
- MTN Ghana
- Absa Bank (formerly, Barclays Bank)

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