

SHAMEEL ABDALLAH HAIDARA

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PROFESSIONAL SUMMARY

Self-motivated and detail-oriented professional with over 3 years of experience in data interpretation, specializing in administrative support, data management, and leveraging technological solutions to enhance organizational performance and efficiency. Proficient in addressing business challenges with analytical precision and effective decision-making strategies, combining business principles with strong analytical skills to drive long-term success and create meaningful societal impact.

CORE SKILLS

Analytical & Problem-Solving | Customer Relationship Management(CRM) | Communication | Financial Management | Project Management | Marketing & Sales Strategy | Technological Proficiency | Data Management & Interpretation | Html | Css | Javascript

PROFESSIONAL EXPERIENCE

ECOWAS Regional Electricity Regulatory Authority – Airport Residential Area, Accra

ADMINISTRATIVE ASSISTANT (National Service)

2023 - 2024

- ❖ Maintained accurate records and managed inventory, ensuring data integrity and efficient tracking.
- ❖ **Conducted online research, gathering critical data that improved decision-making by 85%**
- ❖ Managed front desk operations, handling calls, emails, and in-person inquiries with professionalism.
- ❖ **Oversaw procurement**, negotiating with vendors to **reduce costs by 20%** while ensuring timely purchases.
- ❖ Coordinated logistics for project events and activities, streamlining planning and execution.
- ❖ Arranged travel and accommodation for diplomats, ensuring seamless international and local engagements.
- ❖ **Drafted 150+ official memos and letters** for training programs and organizational activities.
- ❖ **Managed administrative tasks such as** scheduling and document preparation (medical records, invoices, fuel reports) including **handling petty cash transactions with 100% accountability**.
- ❖ Utilized data management tools to track expenses, organize reports, and improve workflow efficiency.

Miss Edu Sams New Nation School– Nima, Accra

ADMINISTARTIVE ASSISTANT (INTERN)

2023

- ❖ Analyzed financial data, identified trends, and prepared reports to support strategic decision-making.
- ❖ **Utilized Excel to create dynamic charts and pivot tables, resolving 95% of data discrepancies** in reports.

- ❖ Assisted with administrative tasks, including scheduling appointments, managing cash flow, and preparing essential documents.
- ❖ **Recorded and tracked 500+ financial transactions** (fees, procurements, disposals) with **100% accuracy and compliance**.
- ❖ **Managed balance sheets and profit/loss statements**, contributing to **20% improved financial planning** and oversight.

Baron Car Delarship – Accra

SALES REPRESENTATIVE

2022

- ❖ Assisted customers in selecting vehicles by assessing their needs, providing detailed product information, and guiding them through the sales process to ensure a seamless purchase experience.

Pacific Savings and loans – Accra

BANK OPERATIONS & CUSTOMER SUPPORT (INTERN)

2021

- ❖ Assisted customers with inquiries, promoted financial services, and built strong customer relationships.
- ❖ Updated account details, guided clients through loan applications, and monitored loan status to ensure smooth processing.
- ❖ Prepared reports, analyzed financial trends, managed documentation, and ensured regulatory compliance.
- ❖ Supported daily banking operations, including cash handling, check processing, and transaction monitoring.
- ❖ Conducted research on financial products and competitors, contributing insights to ongoing projects and business strategies.

BIMA INSURANCE COMPANY – Accra

CUSTOMER CARE REPRESENTATIVE

2017

- ❖ Managed customer relations, ensuring excellent service and client satisfaction.
- ❖ **Developed strong communication skills**, effectively promoting **insurance products to 200+ clients**
- ❖ Engaged potential customers by presenting tailored insurance offers that best suited their needs.
- ❖ **Gained expertise in customer service**, handling **100+ diverse client interactions weekly** with professionalism.
- ❖ Learned effective communication strategies to manage various customer personalities and concerns professionally.

VOLUNTEER & LEADERSHIP EXPERIENCE

Ghana Muslim Students' Association (GMSA), UPSA – Accra

SECRETARY AND ORGANIZER

2022– 2023

- Coordinated logistics and secured funding, and venues by preparing detailed letters, resulting in an increase in event attendance.
- Initiated and designed data collection forms for the association members, improving data accuracy and communication processes.
- Led publicity efforts for programs and events, increasing participation and engagement through strategic publicity initiatives.
- Organized and managed events and programs, ensuring proper planning leading to event success.

University Of Professional Studies, Accra – Student Representative Council (SRC)

ORGANIZING COMMITTEE CHAIRMAN

2022 – 2023

- Lead the planning, coordination, and execution of student events and activities, such as social gatherings, academic seminars, and programs.

Association For Business Administration Student (ABAS) - UPSA

EXECUTIVE MEMBER

2022 – 2023

- Participating in decision-making and policy formulation to guide the organization's activities, represent member interests, and support the implementation of strategic initiatives.

Ghana Statistical Service – Accra

CENSUS ENUMERATOR

2021

- Responsible for gathering information from households and individuals during the census process.

National Identity Authority – Accra

DATA ENTRY OPERATOR

2021

- Participated in the registration process of identification card (Ghana Card) for individuals.

EDUCATION

University of Professional Studies, Accra

August, 2019 – August, 2023

BACHELOR OF BUSINESS ADMINISTRATION

Generation Ghana

3rd February, 2025 - Present

Web Developer

TECHNICAL COMPETENCIES

Microsoft Office [Word, PowerPoint, Excel, Access & Outlook] | Adobe Photo-shop |Python(Basic)|

CERTIFICATION AND TRAINING

- The Jobber-man Finishing school for MasterCard Foundation Associate Program (2023)
- Yepafrica – Art of Empowerment, Entrepreneurship and Marketing (2023)
- Tech Development, Technology Exploration Summit (2022)
- Leadership and Career Summit (2022)

REFERENCES

Reference available upon request.