

ALLOTEY SANDRA

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North Kaneshie

PROFESSIONAL SUMMARY

Experienced Office Administrator with a strong track record in managing office operations, financial bookkeeping, and HR duties within fast-paced environments. Implemented an inventory management system that reduced supply costs by 20%. Skilled in streamlining administrative processes, enhancing productivity, and fostering a positive work environment through excellent interpersonal and team management abilities.

EDUCATION

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| Ghana Communication Technology University (GCTU) Course in Web Development (Frontend Development) | May 2025 to Jul 2025 |
| University of Ghana, Legon Bachelor of Arts in Education and Information Studies | Sept 2019 to Jan 2024 |
| Star Senior High School, Sunyani-Berekum West African Senior School Certificate Examination, General Arts | Sept 2016 to June 2018 |

EMPLOYEMENT EXPERIENCE

- Frontend Developer** **Freelancer** **May, 2025 – Jul 2025**
 - Designed and built responsive websites using React and Tailwind CSS
 - Worked with clients to understand needs and build solutions
 - Ensured performance and browser compatibility
- Ghana Civil Aviation Authority, Accra**
Ghana Civil Aviation Training, Marketing Unit **NSP** **Dec, 2023 – Oct, 2024**
 - Promoted services to enhance visibility and customer reach.
 - Engaged with customers to maintain strong relationships and provide service information.
 - Created content for various promotional and marketing initiatives.
 - Coordinated events to showcase services and engage potential clients.
- Ghana Civil Aviation Authority, Accra**
Ghana Civil Aviation Training, Client Service Unit **NSP** **Dec, 2023 – Oct 2024**
 - Welcomed and assisted visitors, ensuring a positive first impression.
 - Disseminated information to customers, addressing inquiries and providing registration support.
 - Scheduled appointments and maintained accurate records for efficient service management.
 - Delivered top-notch customer service by addressing concerns and inquiries.

4. Multi TV, Sunyani

Customer Service Department

Intern

June, 2021 – August 2021

- Assisted clients by addressing inquiries and resolving concerns.
- Entered data into systems and provided support to the customer service team.
- Gathered feedback to aid in learning and development initiatives.

SKILLS

- Expertise in marketing strategies and techniques.
- Strong time management abilities to efficiently prioritize tasks.
- Excellent communication skills, both verbal and written.
- Proficient in delivering outstanding customer service.
- Ability to work collaboratively in teams, with a strong understanding of corporate environments.
- Time management & teamwork
- Web development: HTML, CSS, JavaScript, React, Tailwind CSS

ACHIEVEMENTS AND CERTIFICATIONS

- Project Management Professional Training September, 2024
- Entrepreneurship Training September, 2024

LANGUAGES

- Twi (fluent)
- Ga (mother tongue)
- English (Advanced)

HOBBIES OR INTEREST

- Reading
- Research
- Writing
- Travelling

REFERENCES

Michelle A.K. Adubofour
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