

MICHAEL TETTEY

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SUMMARY

- Highly motivated and adaptable, with strong organizational, analytical, and interpersonal skills.
- Effective team player, comfortable working in multi-tasking environments with diverse teams to achieve results.
- Skilled at achieving goals as both a cross-functional team member and individual contributor.

WORK EXPERIENCE

Afterhours Lead

December 2024 - Present

Bandwidth Global – Tse Addo, Accra

- Oversaw afterhours logistics operations by coordinating team workflows, handling escalations, and providing leadership support to ensure round-the-clock efficiency.
- Handled exceptions such as reschedules, breakdowns, or off-route concerns with timely follow-ups and clear internal handovers.
- Trained and supported junior dispatchers, reinforcing SOPs and ensuring adherence to service standards.
- Maintained strong client relationships by delivering consistent service, clear communication, and issue resolution.

Executive Assistant (Client Relations Manager & Dispatcher)

September 2024 - Present

Bandwidth Global – Tse Addo, Accra

- Managed real-time tracking of vehicles using GPS and logistics software to monitor shipment progress and provide updates to clients and stakeholders.
- Facilitated problem-solving by providing contingency plans during emergencies such as vehicle breakdowns or traffic disruptions.
- Implemented systematic filing procedures to improve the organization and retrieval of critical paperwork for seamless operations.
- Conducted thorough performance analysis of driver movements and delivery timelines, reporting key metrics to management for process improvements.

Data Analyst (Intern)

August 2024 – September 2024

Excelerate – Remote

- Assisted in gathering, cleaning, and preprocessing large datasets from various sources to ensure data accuracy and consistency for analysis.
- Conducted exploratory data analysis to uncover patterns, correlations, and insights, using statistical tools and visualization techniques to support decision-making.
- Created detailed reports and visualizations to communicate findings and recommendations to stakeholders, translating complex data into actionable insights.
- Helped develop and evaluate machine learning models using techniques such as regression, classification, and clustering, and assessed their performance using metrics like accuracy, precision, and recall.

Teacher

February 2024 -August 2024

Wilena Nursery and Preparatory School – Mallam, Accra

- Enhanced student engagement through the creation of interactive lesson plans, resulting in improved academic performance and classroom participation.
- Ensured the safety of all students by implementing emergency response procedures, resulting in a secure and nurturing environment.
- Provided constructive feedback to students based on thorough assessment, resulting in improved academic growth and a deeper understanding of subject matter.
- Strengthened educational partnerships by maintaining clear communication with students, parents, and colleagues, fostering a cohesive and productive learning environment.

Field Officer (Contract)

January 2024 -February 2024

Ghana Statistical Service – Korle Klottey, Accra

- Successfully covered 100% of assigned establishments as a field enumerator for the Ghana Statistical Service for the 2024 Integrated Business Establishment Survey, contributing to comprehensive and representative survey results.
- Conducted 100+ interviews to collect census data, ensuring accurate and comprehensive information for analysis and decision-making purposes.
- Partnered with colleagues to tackle challenges during data collection, cultivating a supportive atmosphere and ensuring timely completion of all tasks.
- Ensured 100% accuracy of collected data by implementing quality control measures, enhancing the credibility of research findings and recommendations.

Sales Associate**July 2021 - December 2023****Amata Cosmetics Ltd – Makola, Accra**

- Secured a number of new client meetings, resulting in an increase in sales opportunities for the business.
- Sales reporting and reviewing performance, analyzing customer interactions and sales data, leading to the development of targeted sales strategies, resulting in an increase in customer acquisition and retention.
- Overseeing, receiving, warehousing and distribution operations, resulting in an improvement in inventory accuracy, leading to reduced stock outs and increased customer satisfaction.
- Maintaining documentation and keeping accurate records of warehouse activities, resulting in a reduction in inventory discrepancies and ensuring smooth operations.

Stores and Operations Manager**January 2021 - June 2021****Gold Coast Restaurant Ltd – Cantonments, Accra**

- Compiled and submitted detailed daily and monthly reports on the status of consumable materials, facilitating efficient inventory management and cost-effective procurement strategies.
- Oversaw kitchen and production operations, ensuring smooth workflow, adherence to quality standards, and timely delivery of products to meet customer demands.
- Directed administrative functions at the East Legon Branch, orchestrating efficient office operations, optimizing resource utilization, and enhancing overall organizational productivity.
- Implemented rigorous inventory control measures, identifying and categorizing slow-moving and non-moving items to streamline procurement processes and minimize inventory holding costs.

Sales Executive**July 2020 - January 2021****Nericks Interiors Ltd – Mallam, Accra**

- Facilitated seamless communication between the company and its clients, addressing inquiries, providing strategic counsel, and introducing innovative product solutions.
- Drove sales of company products and services through targeted marketing strategies, resulting in increased revenue and market penetration.
- Produced comprehensive reports detailing marketing activities, encompassing campaign performance metrics, strategic insights, and actionable recommendations for optimization.
- Executed precise installation of curtains, blinds, and various interior decoration items, ensuring impeccable craftsmanship and client satisfaction.

Stores and Operations Manager**May 2017 - June 2020****Gold Coast Restaurant Ltd – Cantonments, Accra**

- Compiled and submitted detailed daily and monthly reports on the status of consumable materials, facilitating efficient inventory management and cost-effective procurement strategies.
- Oversaw kitchen and production operations, ensuring smooth workflow, adherence to quality standards, and timely delivery of products to meet customer demands.
- Directed administrative functions at the East Legon Branch, orchestrating efficient office operations, optimizing resource utilization, and enhancing overall organizational productivity.
- Implemented rigorous inventory control measures, identifying and categorizing slow-moving and non-moving items to streamline procurement processes and minimize inventory holding costs.

Retailer**January 2017 - May 2017****National Lottery Authority – Castle Road, Accra**

- Served as a dedicated retailer under SIMNET GH LTD., a subsidiary of the National Lottery Authority, effectively managing sales operations and fostering customer engagement to drive business growth.
- Successfully marketed and sold lottery tickets, driving revenue generation and contributing to the achievement of sales targets.

EDUCATION**Methodist University Ghana – Dansoman, Accra**
BSC. Information Technology**January 2022 – June 2025****Abuakwa State College (ABUSCO) – Kibi, Eastern Region**
West African Senior Secondary Certificate Examination (WASSCE)**September 2013 – May 2016****St. Clare Preparatory and JHS – Lartebiokorshi, Accra**
Basic Education Certificate Examination (BECE)**June 2013**

CERTICATIONS

Virtual Assistant Program – ALX	September 2024
Quickbooks Online Accountant Certification – INTUIT QUICKBOOKS	July 2024
ALX Ventures Founder Academy - ALX	July 2024
AI Career Essentials - ALX	April 2024
The Fundamentals of Digital Marketing - GOOGLE	June 2020
Diploma in CCNA – SOUL FOOD ICT COLLEGE	December 2016
Honors Diploma in Network Engineering (HDNE) – SOUL FOOD ICT COLLEGE	September 2016

VOLUNTEER ACTIVITIES

Programming Head, Methodist University IT Students Association	May 2024 - Present
Leading the programming team within the IT Students Association, responsible for organizing and managing coding workshops, hackathons, and tech events.	
Treasurer, Church of Christ Students Union(ABUSCO)	September 2015 - May 2016t
Collaborating with a committee of 10 members to budget, allocate, and track funds for various church activities and initiatives, promoting responsible stewardship of resources	

SKILLS

Soft Skills: Business Development, Communication, Customer Relationship Management, Operational Excellence, Quick Setback Recovery, Relationship Building, Strong Work Ethic, Leadership, Adaptability, Emotional Intelligence.
Hard Skills: Project Management, Cloud Computing, Cybersecurity, Computer Hardware, Machine Learning/AI, Microsoft Office, Network Administration, Software Development, Data Analysis.

PROJECTS

Optimizing Network Infrastructure & Security <i>Wireshark, VirtualBox, OSI Model</i>	June 2025
<ul style="list-style-type: none">Led comprehensive OSI model-based analysis of existing university network infrastructure, identifying critical performance bottlenecks and security vulnerabilities.Authored the primary design for a hierarchical network architecture, including VLAN segmentation strategy and optimized IP subnetting schemes (VLSM) resulting in a projected conservation of 3400 IP addresses.Conducted network traffic analysis using Wireshark (analyzing 1.5M packets) to establish baseline network behavior and identify inefficiencies (99.2% ARP broadcast dominance).	
Marketing Campaign Analysis <i>Excel, Power Bi, Python</i>	August 2024
<ul style="list-style-type: none">Preprocessed and cleaned data from Facebook ad campaigns using python.Analyzed key performance indicators (KPIs) in Excel to assess campaign effectiveness.Designed dashboards in Power BI to display campaign performance insights.Identified and recommended a low-performing campaign to discontinue for cost savings.	

INTERESTS

Nature and Wild Life Conservation	Photography	Sports	Community Involvement
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REFEREES

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