

## Contact

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## Top Skills

Microsoft Office  
Teamwork  
Research

# Augusta Addy

. Communications Expert. Graphic Designer ,Freelance Researcher  
Ghana

## Summary

Experienced Manager skilled in Customer Service, Microsoft Word, Strategic Planning, Relationship Building, and Public Speaking. Strong professional graduated from University of Ghana.

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## Experience

### Henry

Chief Operations Officer / Experience Lead

March 2021 - Present (11 months)

Accra, Greater Accra, Ghana

Ensuring all operations are carried on in an appropriate, cost-effective way  
Improving operational management systems, processes and best practices  
Helping the organization's processes remain legally compliant  
Find ways to increase the quality of customer service

### Sociology Department, University of Ghana

Freelance Researcher

August 2019 - Present (2 years 6 months)

Accra, Greater Accra, Ghana

Research Assistant in Literature Review.

Gathering of information for research data.

Analysing of qualitative data .

Formatting and editing of manuscripts for submission.

Data collection and gathering.

### Freelance

Freelance Graphic Designer- Social Media Marketer

January 2018 - Present (4 years 1 month)

Designing of Social media post for marketing concepts.

Designing of info-graphics for sites.

Marketing of products through social media posts and graphics,

Facebook live stream handling with OBS and Vmix.

ABELWAY TECHNOLOGIES LTD  
Customer Service Support Specialist  
August 2020 - November 2020 (4 months)  
Ghana

Assisting in the collection of data.

Data entry into system platform

customer support as a call agent in regards data collection for clients

Nkyinkyim Productions  
Group Manager  
October 2016 - August 2019 (2 years 11 months)  
Accra

Responsibilities-

- Developed contacts with relevant individuals and organizations.
- Grew band awareness through a social media platform.
- Managed business and financial affairs of the band.
- In charge of operations in the Band .
- Created publications for the band such as brochures, flyers, and logos.
- Scheduled and coordinated bands performances and interviews

University of Ghana  
Teaching Assistant  
August 2017 - August 2018 (1 year 1 month)  
Ghana, Accra

Responsibilities-

- Assisted in research work and data collection.
- Transcribed qualitative data.
- Functioned as a liaison between the professor and student by providing weekly handouts and emails that enhanced exam preparedness.
- Offered constructive feedback based on student performance
- Organized and wrote reports on departmental seminars
- Assisted departmental faculty with teaching undergraduate courses

Volta River Authority  
Internship  
June 2015 - July 2015 (2 months)  
Akuse VRA Academy

Responsibilities-

- Wrote memos on staff meetings

- Researched and prepared handouts to be used for staff meetings
- Managed the front desk by scheduling appointments and answering telephone calls from trainees

## Volta River Authority

### Internship

June 2014 - August 2014 (3 months)

HE depth. Akuse

#### Responsibilities-

- Constructed a Microsoft Excel Database with company documents which established simple document retrieval
- Assisted in other administrative duties which included in the filing of corporate documents and writing minutes of staff meetings

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## Education

### University of Ghana

Bachelor of Arts - BA, Sociology and Philosophy · (2013 - 2017)