

# John Ray Tran

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## EDUCATION

**Academic City University College – Accra, Ghana**

Information Technology, current CGPA: 3.3

November 2021 – Ongoing

**Ecole International Arc-en-ciel – Lome, Togo**

International Baccalaureate, graduated with 35/45

September 2008 – July 2020

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## EXPERIENCE

**Internship – Graduate Guidance Group (G3)**

July – Sept 2024

- Used Microsoft Excel to preprocess data obtained from events attended by G3
- Filled application forms for students going to the UK
- Contributed in filling Visa forms for students that obtained offers from the UK
- Organized and planned a pre-departure event for the students at G3 Office Garden
- Resolved IT related issues

**SRC General Secretary, Academic City University College**

March, 2023 – March 2024

- Organized meetings between SRC members and students
- Managed communication between SRC, student body and external parties.
- Organized SRC driven events on campus like the City Gala (Fundraiser event) etc.
- Prepared and distributed agendas, minutes and other essential material for all SRC meetings

**Internship – CCT Batimat Lome**

July – August 2023

- Assisted in monitoring online campaigns
- Utilized the Enterprise Resource Planning System for inventory control.
- Performed social media analytics to effective decision.
- Resolved IT related issues

**Internship – Lycée Français International Jacques Prévert D'accra**

January – February 2023

- Assisted in supervising students.
- Utilized the Pronote (software) to manage student's timetable and schedule.
- Rotated through various departments including the IT, human resource.

**Student Ambassador – Academic City University college**

January 2022 – March 2023

- Welcomed students and families to campus
- Facilitated campus tours for visitors
- Provided assistance to staff during events
- Represented the school during extracurricular activities

**Assistant Manager – Le Lotus**

January 2016 – November 2021

- Managed activities directly related to customers and HR
- Performed managerial duties during the absence of the Manager.
- Managed transactions (cash management)

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## SKILLS

- **Technical skills:** PowerPoint, Microsoft word, Microsoft Excel, Python, HTML, Canva, CSS, Bootstrap, Jupyter Notebook, SQL(basic), Power BI, French, English, Tagalog
- **Soft Skills:** Customer service, Team work, Dependable, Organization, Detail Oriented, Time management

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## COMMUNITY SERVICE

Coordinator, The Art of living, Accra – Ghana

- Helped coordinate activities during the SKY+ activities on campus

Volunteer, Amos Brown Fellowship – Ghana

- Painted a basic school in Eastern Region as part of Amos Brown fellowship in collaboration with the National Advancement of Colored People (NAACP)

Volunteer, Community health and wellness day, Eastern Region-Ghana

- Helped people to inquire about health issues

Volunteer, Inauguration Day of Academic City University – Ghana

- Supervised logistics and welcomed visitors

**BCG Digital Transformation Job Simulation on Forage - November 2024**

- Completed a simulation involving developing a new app to help a hypothetical client, CoffeeCo, combat declining sales
- Conducted market research to understand emerging trends in using apps to improve customer engagement in F&B industry.
- Analyzed customer pain point data and provided a recommendation on which issue to solve in the app
- Reviewed and prioritized app features and used Trello to set up an agile project management plan