

ISSABELLA AMPOFO

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PROFESSIONAL SUMMARY:

Organized and detail-oriented administrative professional with an MBA in Information Systems Management and experience in office coordination, data management, and reporting. Skilled in Microsoft Office and Raiser's Edge, with a focus on accuracy, efficiency, and teamwork. Currently preparing for the CIA exams to enhance analytical and organizational skills.

EXPERIENCE

Delta State University (Foundation/ Alumni)-Cleveland, MS Coordinator of Alumni Affairs

06/2025-Present

- Oversee alumni engagement initiatives and coordinate events to strengthen university–alumni relations.
- Manage communication strategies and databases to ensure accurate and effective outreach.
- Collaborate with university leadership to implement fundraising, donor engagement, and networking programs.
- Conducting donor segmentation and in-depth analysis by identifying and evaluating shared demographic, behavioral, and philanthropic attributes.
- Running queries and reports from alumni databases to analyze trends and progress.
- Provide leadership in organizing events, facilitating alumni participation, and supporting strategic institutional goals.

Delta State University (Foundation/ Alumni)-Cleveland, MS Graduate Assistant

09/2023-05/2025

- Creating and updating donor profiles in Raiser's Edge database for accurate and up-to-date information.
- Track interactions and generate reports from Raiser's Edge to support management decisions.
- Filter and cleanup data from daily reports to ensure accuracy in weekly and monthly data reporting.
- Assisting staff with planning, setup, breakdown events and general administrative tasks.
- Segmenting and analyzing donor profiles based on shared characteristics.
- Generating and mailing letters to foundation donors.

Neuce Ghana Paints Industry Limited- Accra, Ghana Accounts Officer

11/2020-06/2023

- Coordinated with freight forwarders to prepare and manage import and export payments, enhancing international transaction efficiency.
- Oversaw payroll operations for a team of 59 employees, ensuring timely and accurate processing.
- Partnered with the purchasing department to reconcile vendor invoices and streamline payment processes.
- Prepared and submitted monthly VAT returns, handled statutory payments, and processed client receipts, ensuring compliance with regulatory requirements.
- Maintained and updated the general ledger with precise, industry-compliant data, meeting all internal and external audit standards.
- Prepared monthly reports for payment, account reconciliations and financial statements.
- Conducted monthly stock counts and reconciliations with retail departments, reducing discrepancies by 10%

- Streamlined data collection and reporting procedures, resulting in a 20% reduction in processing time and improved efficiency.
- Collaborated with cross functional teams to analyze trends and patterns from the Field Officers to support management decision making.
- Developed visualizations and reports to communicate insights to stakeholders.
- Identified and defined new process improvement opportunities based on research findings from trade.

EDUCATION:

Delta State University Cleveland, MS Master of Business Administration Major: Information Systems Management	08/2023-05/2025
Association of Chartered Certified Accountants. Accra, Ghana FI and F2 Part Qualified	06/2019-Current
Kwame Nkrumah University of Science and Technology, Kumasi, Ghana Bachelor of Science Business Administration Major: Accounting	09/2015-05/2019
Lister Professional Institute, Accra, Ghana Diploma of Higher Education Advance Business Certificate Examination (ABCE)	05/2014-05/2015

SUMMARY OF SKILLS:

- **Data Analysis & Visualization:** Power BI, Tableau, R Studio
- **Database Management:** SQL, SAP PE2, S/4 HANA, SageX3, Raiser’s Edge NXT
- **Programming Languages:** R, Python (beginner)
- **Tools:** Microsoft Excel, PowerPoint, Adobe Photoshop, Word, and Think Cell
- **Other Skills:** Data cleaning, financial data reconciliation, trend analysis, report generation and cash analysis
- **Soft Skills:** Effective team player, strong stakeholder management and leadership skills, strong communication and interpersonal skills.

AWARDS:

Delta State University Cleveland MS B.F. Smith Scholar 2024
Delta State University Cleveland, MS 2024 Presidential MBA Scholar
Lister Professional Institute, Accra, Ghana Best Graduating Student ABCE

REFERENCES:

References available upon request.