

Felix Sarpong

Administrator

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+233 243616978

Kumasi, Ghana

Education

BSC Administration  
(Banking and Finance)

Ghana Baptist  
University College

Sep 2019 – Jun 2023

Kumasi, Ghana

Diploma in  
Networking  
Engineering

National Institute of  
Information Technology

Sep 2016 – Jun 2019

Kumasi, Ghana

Senior Secondary  
School Certificate of  
Education (SSSCE)

Ghana National College

Sep 2001 – Jul 2004

Cape Coast, Ghana

Skills

Staff development and Training

Record Management

Microsoft Office

Client Relationship & Management

Professional Experience

Administrator

DeMedics Logistics

Aug 2016 – present | Kumasi, Ghana

Key Responsibilities

• Oversee the delivery of administrative support to department managers and front-line staff, ensuring efficient operations across departments.

• Handle the processing of invoices and receipts, keeping track of all payments and compiling comprehensive payment records.

• Train new staff on company systems and procedures, ensuring they are equipped with the necessary skills to perform their roles effectively.

• Provide regular reports to administration management on operational performance, financial status, and staff training progress.

• Use Microsoft Excel and internal company systems to reconcile deposits and monthly accounts, maintaining accuracy in financial records.

KEY ACHIEVEMENTS

• Implemented a new appointment system to effectively facilitate appointments

• Negotiated with suppliers concerning the cost of office equipment and secured a cost reduction of 30%.

Executive Assistant, Kumasi Branch

Vanguard Assurance Company Limited

Jan 2011 – Jun 2016 | Kumasi, Ghana

Key Responsibilities

• Delivered exceptional customer service by efficiently managing mail deliveries and arranging couriers.

• Responded to phone and email inquiries, ensuring timely and effective communication with clients and customers.

• Recorded outstanding account balances, managed insurance claims, and oversaw banking activities, ensuring accurate financial records.

• Performed a variety of administrative duties, including faxing, scanning, and maintaining office documentation.

Primary School Teacher and Accounts Clerk

Crescent Preparatory School

Sep 2004 – Dec 2010 | Kumasi, Ghana

Key Responsibilities

• Assigned and evaluated assignments and tests, providing constructive feedback to students to foster academic growth.

• Maintained discipline and managed classroom behaviour, ensuring a conducive learning environment for all students.

• Assisted with clerical and administrative tasks, supporting the smooth operation of school activities and record-keeping.

References

Mr. Eric Kwadwo - Vanguard Assurance Co. Ltd (+233243108821)

Madam Grace Senya - Loyalty Insurance Co. Ltd (+23320181056)

Prof. Edward Owusu - (Sunyani Technical University) +233553012299