

# Felix Sarpong

## Administrator

 fsarpong514@gmail.com  
 +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