

Adwoa Appiah

Phone: 07551897063

E-mail: adwoaappiah@gmail.com

Profile:

Dedicated and focused professional with over nine years of experience in Customer Service, Administration, Finance and Human Resources. Highly organized and independent; able to effectively coordinate tasks to accomplish projects in a timely manner and stay calm under pressure.

Summary of Skills

- ✓ Excellent communication and interpersonal skills to provide proactive support.
- ✓ An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- ✓ Adept at developing and maintaining administrative processes that reduce redundancy, improve accuracy and efficiency; and achieve organizational objectives.
- ✓ Accustomed to working in fast paced environments with the ability to think quickly and successfully handle competing priorities.
- ✓ Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), QuickBooks, SAP, CRM, QGIS, Dynamics 365 Finance

Education

Masters in International Development

September 2023

University of Birmingham, Birmingham, UK

Bachelor of Arts Honours Degree in Political Science

December 2013

(Dean's Honours List – Year Four) - Brock University, St Catharines, ON, Canada

Professional Experience

Senior Administration Officer, Somerset Council, Taunton, UK

Oct. 2023 – Present

- Consult with the Service Manager - SRA to plan forward work programs for the SRA Board, Management Group, Technical Group, and decision-making systems, administered in consultation with members/officers.
- Undertake pre-meeting preparatory work in consultation with relevant officers/chairs, e.g. administer briefings, and arrangements to enable the meeting to take place and prepare and dispatch the agenda and reports.
- Attending meetings, advising on procedural matters, taking notes, and preparing all necessary follow-up paperwork following the meeting, e.g. summary of decisions, minutes, and reports.
- Raise purchase orders, pay invoices, and process electronic payment requests.
- Provide administrative support to the Team, e.g. process grant claims and payments, upload and maintain information on the SRA website.
- Provide advice to senior SRA staff in resolving ICT/SAP queries.
- Design and layout documents, e.g. Enhanced Programme Performance reports. Create and design spreadsheets and PowerPoint Presentations for the Service Manager.

Student Casual Administrator, University of Birmingham, Birmingham, UK

Mar. – Jun. 2023

- Assisted Professors with printing seminar notes, provided them with stationery, etc.
- Updated Excel tracker to monitor emails received from members of the School of Government
- Helped process Right to Work checks, Employee Casual Position Numbers, and Worklink requests for new casual student hires.
- Managed School of Government mailbox and telephone queries
- Booked hotel and travel for Professors and their guests through Clarity
- Created purchase requisitions through Core.
- Made sure kitchens are continually stocked with coffee, tea, etc.
- Delivered mail to School of Government staff.
- Assisted with School of Government events planning.

Customer Service Analyst, Accenture Canada, Montreal, QC

Oct. 2014 – Dec. 2022

- Received and logged internal and external customer problems/requests/issues and ensured proper documentation using applications such as CRM.
- Performed customer requests such as placing orders and generating invoices via SAP.
- Accurately identified problems and followed defined procedures to resolve them correctly.
- Documented troubleshooting efforts and customer information in data capture tools and when required, transferred calls, or promptly notified responsible parties for resolution.
- Performed incident notification using applications like Service Now and escalated to ensure problems/requests/issues were communicated effectively and received proper management attention.
- Developed and maintained knowledge of customers and customer specific business environments.
- Developed and maintained an understanding of customer Service Level Agreements and department products.

Executive Assistant, Profit Warriors Inc, St Catharines, ON

Mar. - Oct. 2014

- Managed business communications and correspondences on behalf of the CEO and President
- Always utilized discretion and judgment in dealing with executive's direct reports, as well as communication with customers and staff via telephone and email
- Performed research, data collection, statistic compilation, and document generation as necessary to complete special projects and price quotes.
- Created, modified, and followed potential leads, accounts, and prospects in CRM Applications (Zoho) and QuickBooks, etc.
- Booked conference rooms, and arranged out-of-town conferences, travel, and hotel accommodations.
- Ensured all clients met and followed the government codes and regulations regarding the installation of Automated Teller Machines (ATM) and Point of Sale (POS) units.