

# Adwoa Appiah

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## 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.