

MICHAEL AWUPONG

✉ PMB UPO, QAPO-KNUST, Kumasi, Ghana
🏠 AK-506-6248, Kotei, Kumasi, Ghana
✉ awupong09@gmail.com
☎ +233 (0) 546489765 / +233 (0) 503889425
📅 September 06, 1995

PROFILE

Michael Awupong is a courteous and friendly individual with a proven track record of providing top-notch administrative support. He has demonstrated the ability to manage the flow of paperwork in an office and keep his composure in high-stress situations. With a talent for motivating others, Michael has been an asset to the Quality Assurance and Planning Office at Kwame Nkrumah University of Science and Technology (KNUST), where he has worked since 2019.

EDUCATION

Sept. 2015 – Kwame Nkrumah University of Science and Technology, Kumasi, Ghana.
June 2019 Bachelor of Science (BSc.) in STATISTICS

Sept. 2011 – Twifo Praso Senior High School, Twifo Praso, Ghana.
June 2014 West Africa Secondary School Certificate Examination (WASSCE), BUNISESS

PROFESSIONAL EXPERIENCE

January 2022 - Present Senior Administrative Assistant, *Quality Assurance and Planning Office (QAPO), KNUST, Kumasi, Ghana*

- Performs Data Analysis of Students' Assessment of Lecturers, Exit Survey of Graduating Class and other surveys conducted by the Monitoring and Evaluation Department, QAPO.
- Effectively manage the flow of paperwork and information within the office, while drafting official documents such as letters, minutes, and reports.
- Responsible for the accurate and comprehensive record-keeping of all incoming and outgoing correspondence
- Provides support services for programmes, meetings, and event arrangements (including agenda preparation, room reservations, and calendar management).
- Assists in the publication of the Quality Assurance Bulletin, a publication that showcases research activities in peer-refereed journals and conferences of the academic departments within the University.
- Issues both staff and students' identification cards, and performed other duties as assigned.

September 2020 – Senior Administrative Assistant (Contract), *Quality Assurance and Planning Office (QAPO), KNUST, Kumasi, Ghana*

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| December 2021 | <ul style="list-style-type: none"> • Developed spreadsheets to track, analyse, and report on the status of program accreditations offered in the university, and managed these spreadsheets. • Assisted in the publication of the Quality Assurance Bulletin, a publication that showcases research activities in peer-refereed journals and conferences of the academic departments within the University. • Provided support services for programmes, meetings, and event arrangements (including room reservations, agenda preparation, and calendar management). • Assisted in the preparation of the Basic Statistics for the university, which covered the staff strength and the student population on a yearly basis. • Issued both staff and students' identification cards, and performed other duties as assigned. |
| September 2019 – August 2020 | <p>Administrative Assistant (National Service), <i>Quality Assurance and Planning Unit (QAPU), KNUST, Kumasi, Ghana</i></p> <ul style="list-style-type: none"> • Assisted in the preparation of the Quality Assurance Bulletin, a publication that showcases research activities in peer-refereed journals and conferences of the academic departments within the university. • Assisted in the preparation of the Basic Statistics for the university, which covered the staff strength and the student population on a yearly basis. • Issued both staff and students' identification cards, and performed other duties as assigned. |
| May 2018 – August 2018 | <p>Internship, <i>Nkenkaasu District Government Hospital, Offinso-North, Ghana</i></p> |

KEY SKILLS AND CHARACTERISTICS

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| • Analytical Thinking | • Microsoft Power BI |
| • Handling Pressure | • R Statistical Software |
| • Leadership | • Tableau for Data Analytics |
| • Problem Solving | • IBM Cognos for Data Analytics |
| • Adaptability | • 55 WPM Typing Speed |
| • Microsoft Office Suite | |

TRAINING AND WORKSHOPS ATTENDED

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| June 2023 | <p>Training Workshop for Administrative Assistants/Front-Line Staff, Registrar's Offices, KNUST</p> <ul style="list-style-type: none"> • Delivering Effective Customer Service • Agenda Preparation and Minutes Writing • Memo and Report Writing |
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- Documentation
- Introduction to Microsoft Word and PowerPoint

March 2023 Training Workshop for Administrative Staff at Quality Assurance and Planning Office (QAPO), KNUST

- Preparing Meetings, Minutes and Report Writing
- Basic Communication Skills
- Record Keeping and Filing System

Aug. 2021 – 9th KNUST Summer School, SDGs and Universities: Actions Towards
Sept. 2021 KNUST's Mandate at 70 and Beyond

PROFESSIONAL COURSES AND CERTIFICATIONS

Data Analysis and Visualization Foundations, IBM Skills Network, Coursera, May 2023

- Introduction to Data Analysis
- Excel for Data Analysis
- Data Visualization with Excel and Cognos Analytics
- Assessment for Data Analysis and Visualization Foundations

Introduction to R Programming for Data Science, IBM Skills Network, Coursera, Aug. 2023

SERVICES

- Recorder, Basic Statistics Committee, April 2023 (completed)
- Assistant Secretary, 10th KNUST Summer School Committee for 2023, January 2023 (on-going)
- Secretary, Committee to Draft Policy on Allocation of KNUST Lands, Aug. 2023 (completed)
- Assistant Secretary, Tracer Study Committee, June 2022 (on-going)
- Secretary, Committee to Draft Exit Survey Report for KNUST Class of 2019/2020, Feb. 2022 (completed)

LANGUAGES

- English
- Twi (Ashanti)

REFERENCES

Prof. Christian Agyare
Professor, KNUST
cagyare.pharm@knust.edu.gh
chrisagyare@yahoo.com
+233 (0) 277722134

Prof. Jerry John Kponyo
Associate Professor, KNUST
jjkponyo.soe@knust.edu.gh
jjkponyo@gmail.com
+233 (0) 208227980

Ms. Senita Osei Badu
Senior Assistant Registrar, KNUST
senibadu@yahoo.com
sobadu.admin@knust.edu.gh
+233 (0) 242289022