

# MICHAEL TETTEY

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## SUMMARY

- Highly motivated and adaptable, with strong organizational, analytical, and interpersonal skills.
- Effective team player, comfortable working in multi-tasking environments with diverse teams to achieve results.
- Skilled at achieving goals as both a cross-functional team member and individual contributor.

## WORK EXPERIENCE

### Afterhours Lead

December 2024 - Present

#### Bandwidth Global – Tse Addo, Accra

- Oversaw afterhours logistics operations by coordinating team workflows, handling escalations, and providing leadership support to ensure round-the-clock efficiency.
- Handled exceptions such as reschedules, breakdowns, or off-route concerns with timely follow-ups and clear internal handovers.
- Trained and supported junior dispatchers, reinforcing SOPs and ensuring adherence to service standards.
- Maintained strong client relationships by delivering consistent service, clear communication, and issue resolution.

### Executive Assistant (Client Relations Manager & Dispatcher)

September 2024 - Present

#### Bandwidth Global – Tse Addo, Accra

- Managed real-time tracking of vehicles using GPS and logistics software to monitor shipment progress and provide updates to clients and stakeholders.
- Facilitated problem-solving by providing contingency plans during emergencies such as vehicle breakdowns or traffic disruptions.
- Implemented systematic filing procedures to improve the organization and retrieval of critical paperwork for seamless operations.
- Conducted thorough performance analysis of driver movements and delivery timelines, reporting key metrics to management for process improvements.

### Data Analyst (Intern)

August 2024 – September 2024

#### Excelerate – Remote

- Assisted in gathering, cleaning, and preprocessing large datasets from various sources to ensure data accuracy and consistency for analysis.
- Conducted exploratory data analysis to uncover patterns, correlations, and insights, using statistical tools and visualization techniques to support decision-making.
- Created detailed reports and visualizations to communicate findings and recommendations to stakeholders, translating complex data into actionable insights.
- Helped develop and evaluate machine learning models using techniques such as regression, classification, and clustering, and assessed their performance using metrics like accuracy, precision, and recall.

### Teacher

February 2024 -August 2024

#### Wilena Nursery and Preparatory School – Mallam, Accra

- Enhanced student engagement through the creation of interactive lesson plans, resulting in improved academic performance and classroom participation.
- Ensured the safety of all students by implementing emergency response procedures, resulting in a secure and nurturing environment.
- Provided constructive feedback to students based on thorough assessment, resulting in improved academic growth and a deeper understanding of subject matter.
- Strengthened educational partnerships by maintaining clear communication with students, parents, and colleagues, fostering a cohesive and productive learning environment.

### Field Officer (Contract)

January 2024 -February 2024

#### Ghana Statistical Service – Korle Klottey, Accra

- Successfully covered 100% of assigned establishments as a field enumerator for the Ghana Statistical Service for the 2024 Integrated Business Establishment Survey, contributing to comprehensive and representative survey results.
- Conducted 100+ interviews to collect census data, ensuring accurate and comprehensive information for analysis and decision-making purposes.
- Partnered with colleagues to tackle challenges during data collection, cultivating a supportive atmosphere and ensuring timely completion of all tasks.
- Ensured 100% accuracy of collected data by implementing quality control measures, enhancing the credibility of research findings and recommendations.

**Sales Associate****July 2021 - December 2023****Amata Cosmetics Ltd – Makola, Accra**

- Secured a number of new client meetings, resulting in an increase in sales opportunities for the business.
- Sales reporting and reviewing performance, analyzing customer interactions and sales data, leading to the development of targeted sales strategies, resulting in an increase in customer acquisition and retention.
- Overseeing, receiving, warehousing and distribution operations, resulting in an improvement in inventory accuracy, leading to reduced stock outs and increased customer satisfaction.
- Maintaining documentation and keeping accurate records of warehouse activities, resulting in a reduction in inventory discrepancies and ensuring smooth operations.

**Stores and Operations Manager****January 2021 - June 2021****Gold Coast Restaurant Ltd – Cantonments, Accra**

- Compiled and submitted detailed daily and monthly reports on the status of consumable materials, facilitating efficient inventory management and cost-effective procurement strategies.
- Oversaw kitchen and production operations, ensuring smooth workflow, adherence to quality standards, and timely delivery of products to meet customer demands.
- Directed administrative functions at the East Legon Branch, orchestrating efficient office operations, optimizing resource utilization, and enhancing overall organizational productivity.
- Implemented rigorous inventory control measures, identifying and categorizing slow-moving and non-moving items to streamline procurement processes and minimize inventory holding costs.

**Sales Executive****July 2020 - January 2021****Nericks Interiors Ltd – Mallam, Accra**

- Facilitated seamless communication between the company and its clients, addressing inquiries, providing strategic counsel, and introducing innovative product solutions.
- Drove sales of company products and services through targeted marketing strategies, resulting in increased revenue and market penetration.
- Produced comprehensive reports detailing marketing activities, encompassing campaign performance metrics, strategic insights, and actionable recommendations for optimization.
- Executed precise installation of curtains, blinds, and various interior decoration items, ensuring impeccable craftsmanship and client satisfaction.

**Stores and Operations Manager****May 2017 - June 2020****Gold Coast Restaurant Ltd – Cantonments, Accra**

- Compiled and submitted detailed daily and monthly reports on the status of consumable materials, facilitating efficient inventory management and cost-effective procurement strategies.
- Oversaw kitchen and production operations, ensuring smooth workflow, adherence to quality standards, and timely delivery of products to meet customer demands.
- Directed administrative functions at the East Legon Branch, orchestrating efficient office operations, optimizing resource utilization, and enhancing overall organizational productivity.
- Implemented rigorous inventory control measures, identifying and categorizing slow-moving and non-moving items to streamline procurement processes and minimize inventory holding costs.

**Retailer****January 2017 - May 2017****National Lottery Authority – Castle Road, Accra**

- Served as a dedicated retailer under SIMNET GH LTD., a subsidiary of the National Lottery Authority, effectively managing sales operations and fostering customer engagement to drive business growth.
- Successfully marketed and sold lottery tickets, driving revenue generation and contributing to the achievement of sales targets.

**EDUCATION****Methodist University Ghana – Dansoman, Accra****January 2022 – Present****BSC. Information Technology****Abuakwa State College (ABUSCO) – Kibi, Eastern Region****September 2013 – May 2016****West African Senior Secondary Certificate Examination (WASSCE)****St. Clare Preparatory and JHS – Lartebiokorshi, Accra****June 2013****Basic Education Certificate Examination (BECE)**

## CERTIFICATIONS

Professional Foundations – ALX	October 2025
Virtual Assistant Program – ALX	September 2024
Quickbooks Online Accountant Certification – INTUIT QUICKBOOKS	July 2024
ALX Ventures Founder Academy - ALX	July 2024
AI Career Essentials - ALX	April 2024
The Fundamentals of Digital Marketing - GOOGLE	June 2020
Diploma in CCNA – SOUL FOOD ICT COLLEGE	December 2016
Honors Diploma in Network Engineering (HDNE) – SOUL FOOD ICT COLLEGE	September 2016

## VOLUNTEER ACTIVITIES

<b>Programming Head</b> , Methodist University IT Students Association	May 2024 - Present
Leading the programming team within the IT Students Association, responsible for organizing and managing coding workshops, hackathons, and tech events.	
<b>Treasurer</b> , Church of Christ Students Union(ABUSCO)	September 2015 - May 2016
Collaborating with a committee of 10 members to budget, allocate, and track funds for various church activities and initiatives, promoting responsible stewardship of resources	

## SKILLS

<b>Soft Skills:</b> Business Development, Communication, Customer Relationship Management, Operational Excellence, Quick Setback Recovery, Relationship Building, Strong Work Ethic, Leadership, Adaptability, Emotional Intelligence.
<b>Hard Skills:</b> Project Management, Cloud Computing, Cybersecurity, Computer Hardware, Machine Learning/AI, Microsoft Office, Network Administration, Software Development, Data Analysis.

## PROJECTS

<b>Marketing Campaign Analysis</b>   <i>Excel, Power Bi, Python</i>	August 2024
<ul style="list-style-type: none"><li>Preprocessed and cleaned data from Facebook ad campaigns using python.</li><li>Analyzed key performance indicators (KPIs) in Excel to assess campaign effectiveness.</li><li>Designed dashboards in Power BI to display campaign performance insights.</li><li>Identified and recommended a low-performing campaign to discontinue for cost savings.</li></ul>	

## INTERESTS

Nature and Wild Life Conservation	Photography	Sports	Community Involvement
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## REFEREES

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