

STEPHEN KWAW-NIMESON

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Visa Status: Own Visa



PROFESSIONAL SUMMARY

Dedicated technical and administrative support specialist with a proven record of achieving success for top organisations.

Goal-oriented information technology specialist with 5+ years of experience in administration, management, supervision, and customer service. Comfortable working with software and hardware systems in complex and competitive environments. Skilled at multi-tasking and working under pressure, simultaneously managing schedules for senior staff, and providing technical support for top organisations. Seeking to leverage solid technical skills and abilities to advance my career as an administrative support specialist.

PROFESSIONAL EXPERIENCE

MENAT GREEN COMPANY LIMITED, TAMALE, GHANA.

MARCH 2021 TO APRIL 2024

ADMINISTRATIVE OFFICER

- Served as the first point of contact for internal and external communications, including answering phone calls, emails, and greeting visitors.
- Implemented a file management system to manage calendar appointments and schedules for senior management thereby increasing work efficiency and reducing administrative costs by 20%.
- Perform a variety of administrative tasks including managing calendars, scheduling meetings, and coordinating travel arrangements.
- Data Entry: Accurately entered, updated, and maintained information in databases and spreadsheets on goods related to company's affiliates, buyers and sellers.
- Introduced a cost-saving strategy that reduced office supplies and other official miscellaneous expenses by 25%.
- Collaborated with management to devise a quality control system which ultimately improved product quality and increased the company's profits by 30% between August 2021 and December 2023.
- Supervised the application and yearly renewal of the Company's organic certification from the Food and Drug Authority (FDA) thereby boosting confidence and retaining trust with the Company's customers.
- Assisted management with the planning and execution of company-wide events and social activities.
- Proficiency in MS Office (MS Excel, MS Word, and MS PowerPoint, in particular).

NATIONAL IDENTIFICATION AUTHORITY, ACCRA, GHANA.

SEPTEMBER 2019 TO MARCH 2021

SITUATIONAL ROOM SUPERVISOR

- Coordinated with management to ensure staff adherence to the Organisation's policies thereby ensuring compliance with relevant laws and regulations.
- Developed and implemented a task management system that promoted teamwork, ensured timely completion of tasks, and increased output by 15%.
- Supervised a team of 45 NABCO personnel divided into three groups deployed for the Ghana Card Project between September 2019 and February 2021 for the call centre.
- Provided guidance and technical support to 5 national service personnel that ultimately increased their productivity and ensured timely completion of assignments.
- Collated and reported field workers' complaints to management and conveyed constructive feedback back to field workers.

NATIONAL IDENTIFICATION AUTHORITY, ACCRA, GHANA.

OCTOBER 2018 TO SEPTEMBER 2019

NATIONAL SERVICE PERSONNEL

- Supervised over 3000 field workers' deployments of the Ghana Card Project in 16 regions of Ghana.
- Recorded key field data records into Excel Spreadsheets and reported key findings to supervisor.
- Promoted to supervisor within 12 months of joining due to constant self-directed learning and exemplary work ethic.

TECHLOFT GHANA, ACCRA, GHANA.

NOVEMBER 2017 TO SEPTEMBER 2018

JUNIOR WEB DEVELOPER

- Designed and maintained multiple websites using HTML, CSS, JavaScript, JQuery and other web technologies.
- Collaborated with cross-functional teams to create engaging, responsive web pages.
- Performed web page testing and debugging using Chrome Developer Tools and other tools.
- Developed and maintained various web-based applications using PHP, MySQL, and AJAX.

CORE COMPETENCIES

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|--------------------------|------------------------|-------------------|
| • Information Technology | • Analytical Skills | • Teamwork |
| • Data Analysis | • Interpersonal Skills | • Problem Solving |
| • Document Management | • Communication Skills | • Multitasking |
| • Computer Literacy | • Microsoft Office | • Invoicing |
| • Management Skills | • Operational Skills | • Administration |

EDUCATIONBSC. IN INFORMATION TECHNOLOGY, 2018*Bluecrest University College, Accra, Ghana*PROFESSIONAL DIPLOMA IN SOFTWARE ENGINEERING, 2013*IPMC College of Technology, Accra, Ghana*HIGH SCHOOL - WASSCE, 2011*Pentecost Senior High, Koforidua, Ghana*

ADDITIONAL INFORMATION**Languages:** English (Full Professional Proficiency)**Technical Proficiencies:** Microsoft Office Suite, System Administration, Digital Systems, Mobile Computing, WML & WAP Programming, SQL, PHP**Interests:** A.I., Documentaries, Sports, Reading