

Profile Summary

Millicent is a very quick learner and can adjust to fit into any appropriate position. She has a very strong in oral, listening, written and intercultural communications skills, strong skills at report writing and business communications, able to work under pressure with less supervision, good presentational skills, good leadership abilities and potentials. She also has the ability to handle highly confidential and sensitive information, ability to handle multiple tasks simultaneously and very good analytical and problem solving skills.

Current Experience

.....

Feb 21 – To Date: Snr. Administrative Assistant, University of Energy and Natural Resources

- Support senior managers and executives with daily clerical tasks
- Plan meetings and take detailed minutes
- Manage phone calls, provide information, and connect callers to appropriate people
- Provide assistance to the admission officer: Assist the admission officer in the admission process
- Verification of WASSCE certificates: Assist the admission unit to verify the results of freshmen to check the validity of their certificates
- Coordinate in the issuance of students ID Cards: Assist the Academic and Students Affairs Division to coordinate the issuance of students ID Cards
- Create files for Freshmen: Assist the Admission Unit to create files for all Freshmen
- Provide advisory service to students: Assist the Academic and Students Affairs Division to advise students on academic related issues
- Perform other official duties: Assist in performing other official duties as may be assigned by supervisors

Nov 2017 – May, 2020: Teller Universal Merchant Bank (UMB) Sunyani Branch

- Process daily counter transactions in respect of deposits/withdrawals of cash and cheque for Savings, Current and Fixed Deposit Accounts as well as inter-account transfers and handle associated customer interactions/ inquiries / complaints in line with service quality standards and guidelines
- Cross-sell UMB simple products (e.g Fixed Deposits, Cards) during non-peak transaction times as well as identify prospects for cross-sale of other products and make referrals to sales staff as appropriate.
- Perform general reconciliation and control activities via ICBA (banking application) system. These include:
 - End of day payments reconciliation with vault movements
 - Central control of branch cash (i.e. Chief Cashier function where assigned)
 - Processing of outward clearing cheques
 - Posting of transactions to customer account
 - Reconciliation of operating accounts for daily control as well as surprise audit proofing General filing
 - Gathering/preparation of statistics for service quality and productivity indicators
- Follow-up and conduct investigations and respond to all enquiries and reported customer complaints
- Perform any other duties/tasks assigned by superior officer
- Perform callover: I audit the previous days transaction receipts to be very sure before filing

June 2017 – Nov 2017: Branch Implant, Universal Merchant Bank (UMB) Kumasi Main Branch

- Receiving of bulk/huge deposits
- Receiving cash from cashiers went out for cash pickups
- Snap check counting all cash deposits received
- Balancing total cash to vault with chief cashier
- Write in the cash book at the end of the day

July 2015 – Dec. 2016: National Service, Zenith Bank Ghana Limited, Sunyani Branch

- **E-Business** – Sale of Zenith Electronic products
- **Marketing** – Prospect customers for account opening
- **Customer Service (CSU)** – opening of account, issuing cards and cheques, requesting cards and cheques for customers, filling of deposits & withdrawal, statement, investment forms, work on account opened forms, recording of walk-inn, arch copies, assisting customers with ATM issues, checking of account balance.
- **InfoTech:** printing of statement for customers
- **Cash and Teller (C&T):** Receiving of deposits and Schools fees.

Sept. 07 – Nov. 13: Administrative Officer and Health & Safety Representative, Newmont Mining Ahafo, Ghana

- Managed Domestic Travel and Accommodation bookings
- Managed department leave roster
- Facilitated capacity building training for all staff within the department
- Managed all office stationaries in the department
- Managed both External and Internal Stakeholder Engagement - Scribing & Venue Booking
- Managed warehouse requisition for all stocked items
- Managed all structural maintenance in the department
- Prepared and reconcile all junior staff timesheet and senior staff per diem
- Managed External Affairs Manager's calendar
- Managed all administrative duties and also External Affair Manager
- Represent employees on all matters of health and safety in my department
- Attend any meeting of a health and safety committee of which I was a member
- Organize safety inspections and meetings within my department
- Participate in any health and safety audit
- Investigate complaints by any employee relating to health and safety at work and report outcome to supervisor for redress
- Participate in the investigations of causes of accidents/incidents in my department

June – Aug. 07: Safety Coordinator, ELS (Essipon Stadium Project)

- Responsible for site inspection
- Conduct induction for new employees
- Prepare safety monthly report on the project
- Carry out all administrative duties

Dec. 06 – April 07: Administrative Assistance and Data Processor, Lycopodium Ghana Limited

- Inducting new employees and conducting site inspections
- Maintain, amend and review electronic Integrated Management System documents of the Safety and Environmental Management System.
- Maintain amend and review the Site Management System Database and specifically in relation to the following registers relating to the Safety and Environmental Department.
 - Employee, Contractor, Contract, Medical, Training, Vehicle and Equipment, Operators, Incident, Inspection and Audits, Corrective Action, Hazardous Materials, Observation, Risk Assessment, Job Hazard Analysis, Meeting.
- Prepare standard weekly, monthly and periodic reports in relation to the Departmental Registers
- Carry out secretarial duties, as directed, in relation to the periodic meeting conducted by and within the Safety and Environmental Department
- Gather the required data to ensure the effective preparations of presentations, reports and statistics as required by Management related to safety and environment
- Ensure that all H&S records are maintained on-site in accordance with Newmont Ghana Gold Limited, statutory and project requirements.

June 05 – Sept. 06: Assistant Training Coordinator and Secretary to HR Manager. The Industrial Company International Project (TICIP) and Lycopodium Safety Department.

- Staffing (Recruitment, Orientation, Documentation, Training etc)
- Adhered to employment laws
- Participated in the recruitment of new employees at the initial interview stage, reference checking and later at induction
- Established and maintained accurate applicant and training tracking system and forms
- Maintain contact with the TICIP Human Resources Department
- Take reasonable steps to assure compliance by all site supervision with all aspects of the Hiring Plan, including compliance with Newmont's Social License to Operate and Ghana's hiring regulations
- Daily, set exemplary standards of ethics and stewardship of the company's resources; support company philosophies, practices and goals; function as a team player; and help to maintain good communications within the field management team
- Ensure that site-hiring procedures are implemented and followed. Communicate Field Hiring Plan and procedures to field management and supervisors. Take corrective action when necessary.
- Maintain contact and establish positive communications with employees on site, and with past and potential employee. Resolve on-site employment-related issues and questions, or obtain assistance as needed from the appropriate managers within the company, including managers on site.
- Maintain accurate training records and maintain employee files according to TICIP procedures
- Organizing interviews for prospective applicants. Ensuring that appropriate reference checks are made
- Preparation of appointment letters for prospective employees
- Notifying and advising account section of all TICIP engagement and termination as well as employees status changes
- Preparation of monthly and weekly labour statistics
- Implemented training course for new recruits
- Distributing memos, various company badges and P.P.E.
- Keeping records of safety equipment and personal protective equipment (PPE) Thus Storekeeping
- Booking people for site induction, pre-employment and exit medicals
- Keeping records of site audit and inspection conducted by both environmental and safety officers
- Any other duty assigned by the Human Resources Manager and Training Coordinator

May 01 - March 05: Personal Assistant to M.D. And Company Secretary, Pisedda& Development Ltd (P&D Ltd)

- Served as a cashier by preparing salaries and paying our creditors
- Receiving and sending E-mails to appropriate quarters
- Receiving correspondence to and from the company
- Assisted the accountant in paying of workers' wages, salaries and also customers
- Posting of company's letters and also going to the post office to get into the company's box for letters
- Receiving of telephone calls and directing them to the appropriate staff and also making calls on behalf of the company
- Purchasing of company's stationaries and making orders
- Receiving business customers and staff visitors
- Maintained all employee files and other official and confidential documents
- Prepare contract tender for bidding
- Developed, coordinated, and implemented efficient and effective management operations
- Booking of flight for expatriate
- Organized all meetings (booking for meeting appointments)

March – Nov 00: Secretary (Industrial Attachment) Electricity Company of Ghana – Takoradi

- Organizer for districts and regional monthly meetings
- Typing of letters
- Filing of letters and other confidential documents
- Sending and receiving faxes on behalf of the company
- Making and receiving calls

Jan. – May 99: Secretary, Dawson & Co. (Solicitors)

- Managed all administrative duties

Education

Dec 2023 Till Date **Chartered Institute of Administrators & Management Consultants** **Ghana**

Professional Administration Practice (ChPA) Module I

Professional Administration; Internal Consultancy in Administration; Introduction to Management Challenge; Management of White-Collar Crime; Administrative Law and the Administrator in Decision Making; Professional Ethics and Code of Practice; Management & Leadership Skills for Office Administration and Internship Manual Exercise; Organisational, Administrative and Performance Theories and its Application in Decision Making; Academic and Scholarly Writing; Scholarly Exercise in Decision Making and Presentation; Occupational Safety, Health and Work Environment Management; Strategic Human Resource Management; Communication and Presentation Skills; Management challenge Project: The Investigative Phase

Dec 2021 to Nov 2023 **Kwame Nkrumah University of Science and Technology** **Ghana**

Master Of Public Administration

- Organisational Theory and Behaviour; Research Methods in Public Administration; Ethics In Public Administration; Public Administration; Public Relations In Organisation; Governance And Leadership; Financial Management And Public Budgeting; Public Procurement; Corporate Governance; Issues In Development Administration; Human Human Resource Management

May 2012 to Oct 2015 **Sikkim Manipal University** **India**

Business Administration

- Communication Skills, Organization Behavior, Business Environment, Quantitative Techniques in Business, Computer Fundamentals, Research Methods, Business Strategy, Financial Accounting, Marketing Management, Management Information System, Legal and Regulatory Framework, Human Resource Management, Quality Management, Advertising and Sales, e-Commerce, Management Accounting, International Marketing, Small Business Management, Retail Management, Production and Operations Management, Financial Management, Economic Planning and Policies, Taxation Management, Entrepreneurship Management

07 – 08 **Cambridge International college** **(UK)**

Business Management & Administration

- Management of Personnel, Stock & Inventory Control, Principles of Purchasing, Sales and Marketing, Production Management and Industrial Administration, Financial Accounting, Office Organization and Control

Jan. – March 00: **Star Computer Training Institutes** **Takoradi**

- Introduction to Computers & MS-DOS, Microsoft Window 98, Microsoft Word, Microsoft Excel etc.

Oct. 97 – June 99: **Polytechnic** **Takoradi**

Diploma in Business Studies (Secretarial Option)

- Typewriting, English Language, Economics, Law, Office Practice and Administration

Courses

Nov. 23 **Emotional Intelligence: Diversity and Inclusion** **SSA-UoG – University of Energy and Natural Resources**

The Training Workshop prepared and inculcated in participants immense understanding of emotional intelligence to enrich behavioral and workplace adoptability, constructive thinking and strategic learning.

The programme enlightened participants in the perspective of corporate and personality branding to be decent ready for duty, promotion, upgrade and professional development.

Aug. 23 **Understanding Your Role as an Administrator** **Registrar’s Office Welfare Scheme(UENR)**
In the Registrar’s **Ghana Association of University Administrators (UENR)**
Grants Sourcing and Writing Articles for
Publication Workshop

| | | |
|----------|--|---|
| May, 23 | Continuous Professional Development (CPD) | Ghana Association Of University Administrators (UENR Chapter) and University of Energy and Natural Resources |
| June, 22 | University Administrators in a Changing (Challenging) Times - Re-visiting University Governance - Operationalising Change Management among Higher Education Institutions - Contemporary Issues in University Management - University Administrators and the Promotion of Knowledge - Appreciating the PFM Regulations 2019 for Financial Prudence, Transparency, and Accountability | Ghana Association Of University Administrators (UENR Chapter) and University of Energy and Natural Resources |
| Oct. 21 | Enhancing Staff Continuous Professional Development | University of Energy and Natural Resources |
| Aug. 20 | International Prosperity Summit “2020” (Facilitator) | Kerusso Foundation |
| Feb. 13 | Springboard MMXII (Going Global) | Legacy& Legacy, Sunyani, Ghana |
| Nov. 12 | Health& Safety Representative Certificate | Newmont Ghana Gold Ltd., Ahafo, Ghana |
| Sept. 12 | Newmont Mining Corporation Stakeholder Engagement and Conflict Management Training: Engage Module. The Engage training covered conflict resolutions concepts, self-awareness skills, conflict skills practice, and the elements of a proactive conflict management system | Newmont Ghana Gold Ltd., Ahafo, Ghana |
| March 12 | Springboard MMXII (Promoting Excellence Through Innovation & Technology) | Legacy & Legacy, Sunyani, Ghana |
| Sept. 11 | Effective Office Management and Administration | University of Ghana Business School, Accra Ghana |
| Oct. 11 | Basic Accident/Incident Investigation | Newmont Ghana Gold Ltd., Ahafo, Ghana |
| Jan. 10 | Springboard Africa (The Turning Point) | Legacy & Legacy ,Bolgatanga, Ghana |
| June, 09 | Intercultural Teambuilding | Tucker International,LLC, Newmont Ahafo, Ghana |
| June, 09 | Project Management Professional Training | GIMPA, Newmont Ahafo, Ghana |
| Feb. 08 | Standard Practical First Aid | Ghana Red Cross Society, Newmont Ahafo, Ghana |
| Feb. 08 | Elementary Conflict Management Skills | Triple R Alliance, Newmont Ahafo, Ghana |
| Oct. 05 | First Aid Course | Crusader Health Ghana Ltd, Newmont Ahafo, Ghana |