

Teddy Gyamfi

Bronx, NY 10458 ▪ (646) 667-3519 ▪ TGyamfi1@gmail.com ▪ LinkedIn.com/in/TGyamfi1

Qualifications Profile

Industrious graduate with extensive and varied internship and work experience to meaningfully address business needs and objectives in **Client Service**, **Library Science**, **Administrative Support**, and **Public Advocacy** roles.

- **Operations Management:** Provide strong (office, program, and projects) support in non-profit, public, and private settings. Deftly supervise, evaluate, and develop up to 10. Collaborate effectively with resources (media, government agencies, teams) to plan, implement, and improve relevant services.
 - **Customer Relations:** History of welcoming employees, and guests in friendly and professional manner via phone, e-mail, or in person. Proven to act with integrity when processing program payments, dispersing payroll, and addressing sensitive issues (homelessness, domestic violence, criminal record).
 - **Technical Proficiency:** Possess diverse skill set (social media management) and knowledge of emerging technology (media production, metadata, XRF analyzers). Quick and adaptable learner conversant with SPSS, MS Office (Excel, Word), Google Suite (Docs, Drive), Dropbox, Zoom, and Adobe Connect.
 - **Communication Skills:** Adept at listening to, connecting with, and training young children, library patrons, former criminals, and upscale professionals. Published author skilled in pitching media and engaging public by composing gripping digital content. Aptly research, analyze, and propose actionable recommendations.
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Educational Background

Management in Library and Information Science

Master of Science, Conferred Aug 2018

University of Southern California, Los Angeles, CA

Africana Studies

Bachelor of Arts, Conferred May 2014

State University of New York, Binghamton, NY

Affiliations: Black Caucus of the American Library Association (BCALA)

Training: Community Engagement Fellow ▪ First Aid CPR AED ▪ Certificate in Sneaker Essentials Program

Professional Experience

Fashion Intern (Jun 2018 to Aug 2018) | Fashion Counsel NYC, New York City, NY

Monitored and developed social media content for style consultancy firm via planning tools and market research. Cultivated meaningful relationships with potential customers. Researched and pitched to media outlets to gain publicity. Collaborated on Fashion Counsel with wealth management clients and up and coming fashion designers.

- Added roughly 500 Instagram followers and LinkedIn connections. Posted 3-5 industry and job related feeds on Instagram daily. Proposed and implemented new brand ideas and hashtags to post weekly.
- Increased suit and accessory sales an estimated \$500 each month.

Front Desk Receptionist (Aug 2017 to Jun 2018) | YWCA of Binghamton & Broome County, Binghamton, NY

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Greeted visitors, residents, and employees. Responded to phone and in-person inquiries. Recorded membership, activity registration, rental and tuition payments. Monitored building access and security system and alerted staff to potential security issues (fire alarms, elevator malfunctions, emergencies). Enforced residential policies for 10-20.

- Conscientiously processed thousands of dollars in rent and daycare payments.
- Bolstered resident intake 50% in under six months.
- Suggested safer vetting and building access procedures and more efficient employee communication tactics to Program Case Manager or Residential Director. Promoted projects, programs, and policies to reduce domestic violence and homelessness and improve first aid and safety awareness with tact and diplomacy.

Graduate / Student Assistant (Sep 2012 to May 2018) | BU Downtown Center Library, Binghamton, NY

Assisted in planning and managing internal library functions (resources, systems, operations, user services) for public research University with close to 20K students, staff, and faculty. Communicated to and solicited feedback from Binghamton University and larger community on library services. Collaborated with University Librarian to assign staff. Ensured discovery and access to digital content. Scanned and arranged items and sorted books for increased organization and accessibility. Warmly greeted hundreds of circulation desk visitors and callers. Assisted patrons with information, directions, tours, and the like. Checked out/in, reserved, and requested materials.

- Measured library impact by recording and analyzing visiting patron numbers (hourly and per interaction).
- Devised strategic plans for increasing library use and effectiveness (increased hours and office supplies, hiring and reporting policy changes). Explored publisher book lists to expand current Fine Arts collection.
- Actively participated in hiring process, including submitting suggestion to hire undergraduate students.
- Published online articles to promote library access and discovery: *Reducing the Costs of Digitization*, *Libraries Battle Low Income*, and *Implementing an Orientation Program for Refugees Experiences*.
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Site Supervisor (Dec 2015 to Oct 2016) | Center for Employment Opportunities, Binghamton, NY

Provided labor and maintenance supervision and encouragement for agency serving 5K+ formerly incarcerated people annually. Ensured safe working conditions and addressed hazardous working conditions. Documented and reported work locations, tasks, production, and unusual activities. Participated in paycheck distribution.

- Supervised, trained, and evaluated 6-8 on Health and Safety Manual, daily productivity and performance.
- Facilitated increase in enrolled participants from 25 to 80.

Career Development Intern, (Feb 2014 to May 2014) | Broome-Tioga Workforce, Binghamton, NY

Assist job keepers in finding and keeping employment, including personal assessment, career exploration, career planning, interview and skills training, and financial aid information in County with 230K+ residents. Collaborated with WHOM to plan and host free workshops and employer recruiting events. Critiqued resumes and cover letters.

- Edited over 100 resume and cover letters. Leveraged open disposition, personal storytelling, and system knowledge to raise applicant and employment numbers by 40%.

Public Health Intern (Jul 2013 to Feb 2014) | Broome County Health Department, Binghamton, NY

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Cultivated knowledge of government agency operations in lead poisoning prevention with HUD and Urban Development. Supported Lead Risk Assessors with dust sampling, visual assessments, and XRF lead inspections on homes with children six and under. Drew floor plans and documented activities. Coordinated services with WIC to inform parents of children's lead test levels and treatment options. Entered and manipulated Excel data.

- Actively participated in advocacy and outreach programs to increase numbers of children tested 20%.