

Buwo Kam, Erna Gaella

Program Administrator

Objective: Dedicated and detail-oriented professional with extensive experience in administrative support, data management, and project coordination. Seeking a Program Administrator role to utilize my skills in ensuring consistent and organized program operations.

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SUMMARY OF QUALIFICATIONS

- Data Management & Data Entry
- Administrative Support Scheduling
- Project Coordination
- Record-keeping
- Communication
- Microsoft Office Suite
- Quality Control
- Bilingual: French and English

COMPUTER SKILLS:

- **Microsoft Office Suite:** Proficiency in Word, Excel, PowerPoint, and Outlook for editing, publishing, creating documents, spreadsheets, presentations, and managing email communication.
- **Data Analysis:** Skills in Excel, PowerPoint for organizing, analyzing, and presenting data related to program performance.
- **Communications Tools:** Proficiency in email communication, video conferencing, and instant messaging platforms like Zoom, Microsoft Teams, Skype for Business, Slack, intranet to facilitate team collaboration and communication.
- **Documents management:** Knowledge of document management systems (SharePoint, Google Drive, Dropbox) to store and organize program-related documents.
- **Customer Relationship Management (CRM) Software:** Experience with CRM systems like Salesforce for managing program participants.
- **Time Management and Scheduling Software:** Proficiency in tools like Microsoft Outlook or Google Calendar for scheduling meetings and managing appointments.

PROFESSIONAL EXPERIENCE:

Alumni Coordinator

January 2023-September 2023

U.S. Embassy, Yaounde, Cameroon

- Planned, executed, and coordinated exchange programs for alumni, expanding Mission access to priority communities.
- Managed Cameroonian components of Embassy-funded programs, overseeing schedule, recruitment, selection process, and orientation.
- Acted as a liaison between the embassy-based Grants Officer and local implementing institutions.
- Coordinated logistical and administrative support for visiting experts in Cameroon.
- Prepared office correspondence, event proposals, and evaluation reports; provided interpretation and translation services.
- Managed grantees' accounting and interim reports, contributing to the development of annual budgets.
- Drafted panel minutes, briefing notes, and presentations.

- Produced multimedia content to promote exchange programs, resulting in a 10% increase in Cameroonian applications.
- Organize and manage Word, Excel, and multimedia files to support record-keeping and contract management.

Program Assistant

November 2017 – January 2023

U.S. Embassy, Yaounde, Cameroon

- Perform data entry and manipulation tasks using Microsoft Office, especially Excel, and other software applications.
- Led interactions between government departments in Cameroon, providing administrative and project management support.
- Schedule and coordinate meetings with multiple attendees, ensuring efficient scheduling.
- Coordinated general logistics, including scheduling meetings with stakeholders and clients.
- Advised stakeholders and managers on operational and statutory requirements.
- Coordinated programming with the Dakar office, facilitating regional interaction.
- Developed and maintained a database to track allocated funds and provided translation services.

Monitoring & Evaluation Officer

June 2015 – June 2017

United Nations Children’s Fund (UNICEF), Bukavu, D.R. Congo

- Formulated operational action plans and provided technical support for the well-being of women and children.
- Verify and maintain consistency of content across various sources, including spreadsheets, Word documents, and feedback from stakeholders.
- Prepared graphs, charts, and tables for research reports and presentations
- Conducted Quantitative and qualitative data entry and analysis tasks.
- Assisted in monitoring project plan and development to ensure on-time and on-budget delivery.
- Organize and manage Word, Excel, and multimedia files to support record-keeping and contract management.
- Improved data entry and record management protocols for national statistics.

EDUCATION

- **Master in Human Rights** 2018
Catholic University of Central Africa, Yaounde, Cameroon
WES Evaluation: Master’s degree
- **General Certificate of Education-Advance Level in Arts** 2008
Government Bilingual High School Etoug-Ebe, Yaounde, Cameroon

CERTIFICATIONS

- **How to Be More Strategic in Six Steps** 2022
LinkedIn Learning
- **Project Management Tips** 2022
LinkedIn Learning
- **Administrative Support: Working in Partnership with Your Boss** 2020
George P. Shultz National Foreign Affairs Training Center, U.S. Department of State

AWARDS

- Mission Eagle Award for outstanding program execution, 2023
- Extra Mile Award for exemplary service, 2021
- Mission Honor Award for flexibility during staffing shortage, 2019
- Employee of the Month for outstanding service, 2019
- Customer Service Award for exceptional execution, 2018