

Michael Akpan

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EDUCATION

BYU-IDAHO Bachelor of Science in Software Development	Utah, USA Sept 2024 - Present
Rivers State Polytechnic Diploma in Business Management	Nigeria May 2015 – June 2018

EXPERIENCE

Manager / Data Administration <i>Tropical Hotels</i> - Increased customer satisfaction by 20% through effective problem solving, ensuring resolution and guest expectation. - Successfully managed weekly budget of \$1,000 for supplies, ensuring efficient resources allocation and cost control. - Resolved customer issues promptly improving satisfaction and retention through effective active listening.	July 2022 – May 2025 Nigeria
Data Entry Specialist <i>Springboard</i> - Entered and verify thousands of records with 99% accuracy. - Accurately entered and indexed family history and genealogical records into FamilySearch database. - Reviewed, verified and corrected data to maintain a 99% accuracy rate in record entries. - Collaborate with team members to meet daily and weekly entry targets efficiency. - Reported data inconsistencies and assisted in improving data quality control processes.	September 2025 – Dec 2025 Remote
Bookkeeper <i>Mountain River Partners</i> - Accurately recorded financial transactions, including payable and receivable accounts, maintaining 99% accuracy. - Manage and reconciled bank statements, invoices and ledgers to ensure data integrity. - Prepared and maintain detail financial records for audits and reporting purposes. - Identified discrepancies in financial data and implemented corrective measures to maintain compliance and accuracy. - Collaborated with team members to meet reporting deadlines and improve accounting processes. - Intuit Bookkeeping certification, Quick-books Certified Level 1 and Level 2 and professional badges.	Dec 2025 - Present Remote
Voluntary Missionary Service <i>The Church of Jesus Christ of Latter-day saints</i> - Supervised and trained several volunteers across cities, developing leadership skills and team collaboration. - Conducted leadership council weekly and discuss challenges and progress and outreach training sessions. - Engaged with 100+ individuals daily, enhancing public speaking and English communication skills through effective interaction. - Consistently achieved 100% of monthly goals, demonstrating dedication and commitment to mission object. - Managed weekly reports and record keeping.	Dec 2019 – Dec 2021 Nigeria Ibadan Mission

SKILLS

- Communication (speaking and writing)	- typing Speed 80+ WPM	- Microsoft office
- Adaptability	- Multitasking	- Problem-Solving
- Time Management	- Attention to Details	- Positive Attitude
- Active listening	-Teamwork	

CERTIFICATION

- **BYU Idaho:** Web and Computer Diploma, Web Development Certificate.
- **Welfare and Self-Reliance Training:** Covered basic accounting principles, mileage, management.
- **BYU Pathway Connect:** Focus on life, professional, and student skills with an emphasis on writing and mathematics.
- **Business Management:** Business communication, financial, marketing, operation, human resource, entrepreneurship and data analysis.
- **WAEC.**
- **Bookkeeping:** Intuit Bookkeeping certification, Quick-books certificates, Level 1 & Level 2.
- **Bookkeeping:** Intuit Bookkeeping and Quick-books professional badges.