

# GERTRUDE MISORNU OFORI-PARKU, M.A.

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## SUMMARY

Business and community liaison professional who is passionate about, organizational communication, public service, and community development; with over a decade experience managing teams, tasks, and projects; looking for a career and development opportunities that aligns with professional goals and experiences.

## EDUCATION

August 2021 – Present: Ph.D. in Communication; University of Wisconsin–Milwaukee

Specialty: Organizational Communication

August 2019 – 2021: Communications Master of Arts (M.A.); Marquette university

Thesis: Understanding the cultural narrative of the Spanish Flu as told through *The New York Times* and *The Wall Street Journal*

September 2012 – Present: Postgraduate Degree in Law (LLB); University of London

August 2012 – August 2014: BSc. in Business Administration (Marketing); University of Professional Studies, Accra

November 2006 – July 2009: Higher National Diploma (HND) Marketing; Cape Coast Polytechnic (Cape Coast Technical University)

Research: The impact of advertising on the sale of goods in rural communities. A case study in the Cape Coast metropolis.

## ACADEMIC TEACHING/RESEARCH APPOINTMENTS

**August 2021 – Present: Graduate Teaching Assistant**, Department of Communication

*University of Wisconsin-Milwaukee*

**Teaching Assistant** (Responsible Lab sections and student evaluations):

Introduction to Public Speaking (COMMUN 103) – 3 online and 3 face-to-face sections

**Primary Instructor** (Responsible for all materials, lectures, and student evaluations):

Introduction to Public Speaking (COMMUN 103) – 2 online and 3 face-to-face sections

Interpersonal Communication Processes (COMMUN 301) – 1 face-to-face section

**August 2019 – 2021: Graduate Assistant**, Diederich College of Communication

*Marquette University*

**Teaching Assistant** (Responsible for Lab sections and student evaluations):

Spring 2020: Media in society (COMM 1200)

Fall 2020: Communication Pathways (COMM 1050)

Fall 2020: Human Communication, Culture, and Society (COMM 1000)

Spring 2021: Media in Society (COMM 1200)

**Research Assistant** (responsible for searching organised literature for assigned faculty's research, conducting annotated bibliography, conducting proofreading and reference checks)

Fall 2020: Dr. Kati Berg

Fall 2019: Dr. Young Kim, Dr. Nathan Gilkerson

### **ACADEMIC SERVICES**

Secretary, Central States Communication Association (2022)

Judge, University of Wisconsin-Milwaukee Undergraduate Research Symposium (April 2022)

### **AWARDS**

Chancellor's Graduate Student Award, University of Wisconsin-Milwaukee (2021)

### **ACADEMIC MEMBERSHIPS**

National Communication Association (NCA)

Central States Communication Association (CSCA)

### **PROFESSIONAL EXPERIENCE**

#### **May 2012 – July 2019: The Lord's Pentecostal Church Int'l – Ashaiman**

*Administrative Officer & Community Liaison*

- Develop and maintain positive relations with members, other offices, groups, and the local community
- Supervise the performance of general office, administrative, and secretarial duties
- Manage budget, procurement, internal audit, and staffing processes
- Train interns and junior staff
- Coordinate itineraries/agendas, set up and maintain files (database and/or hardcopy)
- Oversee purchase requisitions, miscellaneous disbursement vouchers
- Supervise cash book and ledger analysis, general cash inflow and outflow
- Administer the compilation of data, prepare reports, maintain office supplies inventory, maintain budget records

#### **April 2011 – November 2011: Airtel Call Centre**

*Customer Relationships Associate*

- Handled customer queries by offering first-time resolutions
- Handled customer complaints by forwarding to appropriate channel for further resolutions
- Educated customers about products and services

- Adjudged “associate of the month” for three consecutive months

**October 2010 to November 2010: Ghana Statistical Service**

*Census Field Officer (Vacation Employment)*

- Listed all structures as required in the given enumeration area. Listed 258 structures
- Enumerated all persons as required in the given enumeration area Enumerated 629 males and 690 females

**October 2009 to August 2010: Ashaiman Municipal Assembly (i.e., Local Government Agency)**

*Revenue Officer*

- Received and checked cash and cheques from revenue collectors of the Assembly
- Issued up-to-date receipts to payers
- Paid in cash and cheques to the Assembly's bank every day
- Made daily cash book entries both manually and electronically
- Maintained a payment voucher management system

**September 2008: Agricultural Development Bank**

*Salesperson, E-Zwich Electronic Payment Campaign (Intern)*

- Led members of a team that created awareness and registered over 1000 E-Zwich users within the campaign period
- Identified potential avenues for the introduction of the E-Zwich among targeted segments
- Increased public awareness of the E-Zwich program by 150% by the end of the campaign.
- Increased utilization by 55% by the end of the campaign

**August 2008: Mgvelyn Company Limited (Producers of Packaged Water)**

*Marketing Assistant (Intern)*

- Received orders, processed them, and delivered them on time
- Checked sales at the close of every day
- Inspected depots

**August – October 2007: T. L. P. C. I. Ashaiman**

*Administrative Assistant (Volunteer)*

- Scheduled appointments and meetings
- Wrote letters and other correspondence and filed documents.
- Wrote payment vouchers
- Deposited and cashed cheques for imprest

**August – October 2007: Compassion International Ghana Project**

*Project Assistant (Volunteer)*

- Project teacher
- Assisted the Project Coordinator

- Prepared and presented monthly reports

#### **OTHER COMPETENCIES**

- Public speaking
- Ability to work with teams, multitask, and meet deadlines
- Proficient in Microsoft Suite

#### **LANGUAGES**

English (and five local Ghanaian languages: Ewe, Twi, Fante, Ga, and Dangme)