

Abigail Aheto

Accra, Ghana GA145

0592420885

abigailaheto17@gmail.com

Summary

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service, multitasking, and time management abilities.. Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. An organized and motivated individual, eager to utilize time management and organizational skills across diverse settings. Seeking entry-level opportunities to enhance abilities while contributing to company growth. Experienced in fast-paced environments and adaptable to last-minute changes. Thrives under pressure and consistently earns high marks for work quality and speed. Ability to handle challenging works.

Experience

November 2023- Current

Landstar Reload - Accra, Ghana Customer Service Representative

Oversaw warranty counseling process to manage expense controls.
Led on- and off-site customer support teams across multiple time zones.
Coordinated with internal teams to ensure timely and successful delivery of solutions according to client needs.
Determined accurate prices for customer services, consistently searching for deals and best prices.
Updated system with order specifics and customer details, preferences, and billing information.
Excelled in exceeding daily credit card application goals.
Contacted customers about potential service upgrades, new services and account changes.
Liaised between customers and retail buyers to expedite orders and meet customer demands.
Prepared and evaluated CRM reports to identify problems and areas for improvement.
Surpassed sales goals through implementation of successful marketing strategies.
Provided top quality control and eliminated downtime to maximize revenue.
Took special orders in person and over telephone, generating additional revenue every month.
Increased customer satisfaction ratings by effectively answering questions, suggesting effective solutions, and resolving issues quickly.
Recommended improvements in products, service and billing methods to management to prevent future problems.
Strengthened customer retention by offering discount options.

June 2021- November 2022

Choice International Forwarding - Accra, Ghana Sales Executive

Developed and implemented sales strategies to meet customer needs and increase revenue.
Cultivated relationships with existing customers to encourage repeat business.
Analyzed market trends and competitive landscape to identify opportunities for growth.
Created marketing materials, such as brochures, flyers, and newsletters, to promote products or services.
Negotiated contracts with clients on behalf of the company.
Identified new potential markets and developed plans for targeting them.
Attended industry events to build relationships with key contacts in the field.
Trained junior sales staff on techniques for improving customer service experience.
Utilized CRM software to track leads and manage accounts throughout the sales cycle.
Researched industry news and developments to gain insights into customer preferences.
Generated reports summarizing sales performance metrics and presented findings to management team.
Monitored feedback from customers regarding product quality and suggested improvements accordingly.
Developed pricing strategies that maximized profits while remaining competitive in the market.

March 2018 - June 2019

Electroland Ghana - Accra, Ghana
Customer Service Representative

Answered customer inquiries and provided accurate information regarding products and services.
Provided excellent customer service to resolve customer complaints in a timely manner.
Gathered customer feedback through surveys and used the data to improve customer service.
Assisted customers with product selection, ordering, billing, returns, exchanges and technical support.
Maintained detailed records of customer interactions, transactions and comments for future reference.
Performed administrative tasks such as filing paperwork, updating databases and generating reports.
Resolved complex problems by working with other departments to provide solutions that meet customer needs.
Identified areas of improvement in customer service processes and suggested changes accordingly.
Developed strong relationships with customers by providing personalized assistance and support.
Tracked orders from start to finish to ensure timely delivery of goods or services.
Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.

Education and Training

July 2020
Ghana Technology University Accra Ghana
Bachelor of Arts Public Relations

June 2017
Sogakope Senior High School Volta Ghana
High School Diploma

Languages

English
First Language

English
C2
Proficient (C2)

References

References available upon request.

Skills

Call Management
Positive and professional
Call center experience
Consultative Sales
Customer Relationship Management (CRM)
Route Management
Office equipment proficiency

Microsoft Office expertise
Call Center Operations
Multi-Task Management
Active Listening
Customer consulting
Executive management support
Sales expertise