| **HABIBA MUHAMMAD** | AS-102-7734, Zongo Road, Kumasi. •  +233558191324 •  muhammadhabiba81@gmail.com • |  |
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# OBJECTIVE

As a dynamic and results-oriented professional, I hold a Master’s degree in Agricultural Supply Chain Management and a Bachelor's degree in Business Administration with a focus on Logistics and Supply Chain Management. My experience spans customer service and procurement, where I have successfully enhanced customer satisfaction by 5% and streamlined purchasing processes. I am skilled in data analysis, documentation and inventory management, consistently maintaining accuracy and compliance in my work. With strong interpersonal skills and fluency in French, I am passionate about leveraging my expertise to contribute to supply chain optimization and sustainable practices within the agricultural sector.

# EDUCATION

**KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY (02/2024 - 03/2025)**

*Master of Science, Agricultural Supply Chain Management*

* **Relevant Coursework**: Agricultural Supply Chain Analytics, Strategic Procurement Management, Food Security and Sustainability, Agricultural Operations Management, Transportation and Distribution in Agriculture and Risk Management in Agriculture

**KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY (09/2018 - 09/2022)**

*Bachelor of Science, Business Administration (Major- Logistics and Supply Chain Management)*

* **Cumulative Weighted Average**: 74/100 (*First Class Honors)*
* **Relevant Coursework**: Management Information systems, Project Management, Business Research Methods, System Analysis and Design, Quantitative Methods, E-Business and Total Quality Management.

**KUMASI ANGLICAN SENIOR HIGH SCHOOL**

*General Arts*

* **Elective Coursework:** Literature in English, French, Economics and History.

# CERTIFICATIONS ...…...………………………………………………………………………

* DELF A1 (MARCH, 2018)
* DELF A2 (MARCH, 2022)
* ENTERPRISE DESIGN THINKING BY IBM (JULY, 2022)
* DELF B1 (MARCH, 2023)
* ALX CAREER ESSENTIALS (AUGUST, 2024)

# WORK EXPERIENCE

**CUSTOMER SERVICE REPRESENTATIVE (SEPTEMBER 2022 - OCTOBER 2023)** *SCANCOM PLC. (MTN GHANA), KUMASI.*

* Increased customer satisfaction ratings by 5% through proactive strategies focused on addressing customer needs and resolving concerns.
* Provided personalized assistance to 40 customers daily, ensuring special needs were met and enhancing overall service experience.
* Answered 15-25 customer calls daily, reducing average on-hold wait times by 20 minutes, contributing to improved customer satisfaction.
* Handled customer inquiries regarding sales and prices successfully resolving 50-65 questions per shift and ensuring customers received timely information
* Contributed to sales growth by assisting in over 300 transactions weekly, achieving 100% of monthly sales targets.

**PROCUREMENT INTERN (SEPTEMBER 2021 - DECEMBER 2021)**

*KUMASI METROPOLITAN ASSEMBLY, ADUM - KUMASI.*

* Maintained complete documentation and records for over 70 purchasing activities monthly, ensuring accuracy and compliance with company policies.
* Facilitated consistent email communication with 25 number of stores and suppliers weekly.
* Performed monthly reconciliation of between 70-90 open purchasing orders, achieving 100% accuracy and reducing discrepancies by 100%.
* Developed and maintained spreadsheets with information on 300 number of items, streamlining inventory management and facilitating quicker decision-making for purchasing needs

# TECHNICAL SKILLS

* Speaks French eloquently.
* Advanced knowledge in Microsoft Suit: Word, PowerPoint and Excel.
* Excellent in data collection and analysis with great report writing skills.

# PERSONAL ATTRIBUTES ………………………………………………………………………

* Excellent interpersonal skills.
* Diligent and organized.
* Ethical and loyal.
* Team player

# REFREES …………………………………………………………………………………………

Dr. Mariama Zakari

(Senior Lecturer, Department of Marketing and Corporate strategy, Kwame Nkrumah University of Science and Technology)

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Mr. Mohammed Toufic

(Procurement Officer, Kumasi Metropolitan Assembly)

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Mrs. Lydia Ohenewaa

(Retail Experience Controller, MTN Ghana)

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