CINDY DZIDZORM FOLI

Accra, Ghana | 0200763662 | [cindyfoli07@gmail.com](mailto:cindyfoli07@gmail.com)

**Profile**

Results-driven professional with a strong background in customer service, account management, and data-driven decision-making. Possessing a Bachelor’s degree in Linguistics and French and a Google Data Analytics certification, I excel in client relationship management, CRM tools, and consultative sales. Passionate about delivering exceptional customer experiences, driving revenue growth, and fostering long-term business relationships.

**Skills**

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| * Excellent verbal and written communication * Multitasking and time management * Problem-solving and conflict resolution * Organization and attention to detail * Persistence and perseverance * Team Collaboration and Leadership * Account and Customer Relationship Management | * MS Office Suite  (Excel, Word, PowerPoint, Outlook) * CRM and Data Analysis for customer insights * SQL * Tableau * R |
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**Work Experience**

**Customer Service Representative | 10/2023 – 11/2024** **Electricity Company of Ghana Accra Ghana**

* Managed a large portfolio of customer accounts, providing tailored solutions to improve engagement and satisfaction.
* Delivered exceptional support via phone, email, and chat, maintaining a high-resolution rate for inquiries.
* Consulted with customers to understand their needs, offering proactive solutions to enhance their experience.
* Conducted account vetting and field visits, gathering accurate customer data to improve service delivery.
* Reported cases of illegal electricity connections, ensuring regulatory compliance and risk management.
* Utilized CRM tools to track customer interactions, improve retention, and enhance service efficiency.
* Trained and mentored new agents, fostering a collaborative and high-performing customer support team.

**Personal Assistant to the Community Manager  07/2021 - 08/2021 & 01/2021 - 03/2021**

**OpenLabs Ghana Accra Ghana**

* Managed social media engagement, strengthening customer relationships and brand presence.
* Responded to customer inquiries on digital platforms, ensuring a seamless and satisfactory experience.
* Conducted research and organized data to optimize content strategy and customer outreach.
* Performed administrative tasks, supporting the Community Manager in daily operations.
* Skills & Competencies

**Education and Certifications**

**Bachelor's Degree**: **Linguistics and French 09/2023**

University of Ghana

**Professional Certificate: Google Data Analytics 01/2025**

Cousera

**Leadership and Extracurricular Activities**

* Delegate, Ghana International Model United Nations Conference (2019) – Represented Greece in discussions on global issues, diplomacy, and policy-making, enhancing public speaking, negotiation, and research skills.
* Springboard Scholars Program Participant (2021) – Worked in a team on an SDG 8 (Decent Work and Economic Growth) social innovation project; secured 2nd place for innovative solutions.
* Community Outreach Volunteer, League for Global Development (2021) – Assisted in volunteer work at an orphanage and a women’s prison; collaborated with a team to organize and donate essential supplies.