

ELIKEM ASAMOAH

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EDUCATION

Ashesi University

Bachelor of Science in Business Administration
Major: Business Administration

Eastern Region, Ghana

Actual Date of Graduation: July 2021
Cumulative GPA - 3.4 | Dean's list

WORK EXPERIENCE

Alorica

Customer Service/Collections Specialist

Fredericksburg, Virginia

September 2022 - December 2023

- Played a dual role in credit card collections and customer service, demonstrating versatility and adaptability in handling diverse responsibilities.
- Conducted outbound calls to customers to negotiate payments and resolve outstanding balances leading to a 25% increase in collections amount.
- Provided exceptional customer service by addressing inquiries, resolving issues, and offering support to over 100 customers a day experiencing financial difficulties.
- Developed and maintained a deep understanding of credit card terms, financial products, industry trends to enhance collection efforts

Ashesi Venture Incubator

Manager

Eastern Region, Ghana

August 2021 - July 2022

- Design and modeled leadership and professional developmental programs to enhance the leadership capabilities of 15 entrepreneurs
- Delivered constructive feedback and corrective action required to meet the incubator's objectives of developing ethical and entrepreneurial leaders
- Identified how start-ups in different industries can contribute to the achievement of the United Nation's Sustainable Development Goals

Priority Insurance

Underwriting Intern

Accra, Ghana

June 2020 - August 2020

- Supervised a team of 6 underwriters to develop effective methods to insure motor vehicles
- Explored new areas to market available product packages such as email and text message marketing which boosted sales by \$5000
- Processed business transactions such as new business, endorsements, cancellations, and renewals
- Administered and generated productivity reports on a timely basis to increase productivity by 20%

PROJECTS EXPERIENCE

Escape Three Points

Team Lead

Western Region, Ghana

September 2020

- Developed a unique and feasible social media plan for Escape Three Points Ecologde which boosted the company's social media engagement and impressions by 20%
- Implemented digital marketing strategies to reach out to multiple demographics which increased the number of recurring customers by 35%
- Created a spreadsheet with Microsoft Excel to input customer information and automatically track daily bookings using Excel functions

LEADERSHIP EXPERIENCE

Ashesi Student Council

Vice President

Eastern Region, Ghana

November 2019 - February 2021

- Conveyed the needs of the student body to the school leadership by communicating effectively and engaging with the student body
- Collaborated with civic engagement groups in Ashesi to organize events for the school to interact with the less privileged in the community
- Oversaw 12 student clubs on campus and supervised student club meetings to increase student engagement

SKILLS

Computer: Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Google Suite, Figma

Language: Conversational French, Fluent in Twi