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| **Kelvin Atta Amaniampong**  **Professional Summary**  Results-driven and creative professional seeking a Social Media Associate position at Salaria Sales Solution. Bringing a strong foundation in digital marketing, proficiency in multimedia content creation, and a passion for engaging social media strategies to contribute to the growth and success of Salaria’s online presence.    Work History  June 2023 - Present(Remote) - **Salaria Sales Solutions**  Lead Generation Associate   * Strategically identify and generate potential leads for the organization. * Utilize various channels, such as social media, online platforms, and networking events, to identify potential leads * Utilize Customer Relationship Management (CRM) systems to track and manage lead information, interactions, and follow-ups. * Stay updated on industry trends, best practices, and new lead generation techniques to enhance performance and contribute to organizational growth   September 2022 - Present(Remote) - **Taptap Send UK Limited**  Customer Service Representative   * Assist customers by taking phone calls, answering emails and replying to incoming chats * Know the product inside out to educate and inform the customers. * Resolve customer inquiries and escalate issues, as needed. * Mentored and Trained new recruits.   August 2022 - November 2022 - **INFUSEmedia Inc**  Phone Leads Verification Specialist   * Verifying the information in the company’s data base by using the open internet sources. * Verifying the information in the company’s data base by making phone calls. * Maintaining Up-to-date database in the corporate program.   May 2022 - June 2022(contract) - **Taptap Send UK Limited**  Ghana Ambassador/Customer Service agent   * Represented Taptap Send to third parties (users, the general public) * Participated in events that was organized to promote Taptap * Involved various calling campaigns which covered (pending transactions, sign ups with no send, chun calls and etc.)     Sept 2020 - Aug 2021 - **Ghana Export Promotion Authority**  National Service Personnel   * Resolved customer complaints and performed follow up calls. * Built strong relationship with key stakeholders * Provided assistance for the organization of market access activities * Assisted in the promotion of the Market Hub * Provided market access and trade related information to export oriented SMEs * Market Intelligence and profiling of companies   Education  **2016 - 2020 - University of Ghana, Legon**   * BSc. Business Administration   **[**Commercial Law, Micro and Macro Economics, Fundamentals of Accounting, Export Administration, Administrative Law, Public Sector Accounting, Business Policy, Quantitative Method, Marketing,Computer Application in Management and etc.,**]**    **2013 – 2016 - Adisadel College** (**Business**)   * West African Senior Secondary Certificate Examination(WASSCE)   **2013** - **Mt. Olivet Methodist Academy**   * Basic Education Certificate Examination-BECE     Achievements  Taptap Send, UK Limited - (Ghana Ambassador/Customer Service Agent)   * Made cases for over 700 customers who had their accounts unfairly blocked to be unblocked * Through various calling campaigns which covered (pending transactions, sign ups with no send, chun calls and etc.) I was able to keep customers happy, encourage customers to send more through taptap send, assure customers that their transactions will go and etc.   **Ghana Export Promotion Authority - (Team Member)**   * Part of a team that organized and planned the GEPA info-tech fair * My excellent customer service skills helped me to convince 40 people to register with GEPA as exporters.   **Hamlyn House, Adisadel College - (Sports Prefect)**   * Led the house to place first in the annual football and athletics competition * Organized and scouted students with the potential to be athletes * Led my house to be named the overall best house in 2015/16 school calendar year (athletics)   **Athletes Team, Adisadel College - (Team Member)**   * Placed first in the central regional schools and colleges sports Medley race * Placed third in the central regional schools and colleges sports 4 x 200m race   Certifications   * Meta Social Media Marketing Professional Certificate :Coursera, Ongoing. * Google Digital Marketing & E-commerce Professional Certificate :Coursera, Ongoing. * Google IT Support Professional Certificate:Coursera, Ongoing. * IBM Cybersecurity Analyst Professional Certificate :Coursera, Ongoing. * Digital Marketing Fundamentals Certificate: eMarketing Institute. February, 2022. * Frontend Developer Certificate: Aptlearn. March, 2022. * Risk Management Certificate: UNICEF. January, 2022 * Procurement and Logistics Certificate: Chartered Institute of Logistics and Transport (CILT UK). February ,2022 |  | kkt    Contact  **LinkedIn:** **[www.linkedin.com/in/kelvin-amaniampong-kelvin](http://www.linkedin.com/in/kelvin-amaniampong-kelvin) Address** : Cranston 02920  **Phone:** +233559000293  **Phone** : 555-555-5555  **Email** : [kelvinamaniampong77@gmail.com](mailto:kelvinamaniampong77@gmail.com)    Skills   * Excellent Communication Skills. * Content Creation * Excellent organizational skills with ability to prioritize. * Highly organized with strong attention to details. * Market Research * Software proficiency (Microsoft Word, Excel and PowerPoint) * Analytical and data-driven mindset     Hobbies   * Reading and listening to music. * Video and picture editing. * Athletics, football         References   * Mr. Kofi Frimpong,   Head of Ghana Lunch  Taptap Send UK limited.  +49 176 62847974   * Mr. Abdul Jabar,   Assistant Export Officer,  Ghana Export Promotion Authority.  +233 24 004 3133 |