

FRANCIS ASIEDU ANSONG

0555897671

FRANCIS.ANSONG@GMAIL.COM

GA-451-2112, EAST LEGON, ACCRA-GHANA

SUMMARY

Knowledgeable Customer Service Representative Supervisor with top skills in team development, coaching and performance improvement. Focused on enhancing employee confidence and knowledge to improve customer results. Experienced in both leading in-person and virtual environments.

SKILLS & ABILITIES

- Team coaching
- Performance optimization
- Staff monitoring
- New process integration
- Employee retention
- Complaint documentation
- Customer service analysis
- Brand representation
- Service upsells
- Data management
- Inbound call answering
- Customer service
- Data entry
- Problem resolution

EXPERIENCE

2022 - CURRENT

CUSTOMER SERVICE EXECUTIVE TEAM LEAD **DOUGH MAN FOODS**

- Suggested improvements and advocated for staff to keep retention rates optimized.
- Tracked customers' needs and team service processes to help create SOPs for staff.
- Coached team members to improve skills and close knowledge gaps.
- Tracked performance of customer service staff to identify problem points and develop proactive strategies to meet performance targets.
- Educated customers by explaining complex details in easy-to-understand terminology.
- Upsold and cross-sold add-on purchases to increase sales up to 20%.
- Processed orders and coordinated delivery schedules to meet customer needs.
- Served as friendly first point of contact for customer inquiries.
- Used proven techniques to increase sales by 5% and promote high-value products.

2021 - 2022

ASSISTANT ACCOUNTANT **DOUGH MAN FOODS**

- Reviewed financial statements and recommended adjustments to improve accuracy of reporting.

- Monitored high-value accounts to track financial concerns and notified management of discrepancies.
- Utilized strong attention to detail and accuracy to prepare accounting statements and analyze reports.
- Maintained efficient office operations by offering skilled clerical support to senior team members.
- Navigated accounting software called QuickBooks to record, store and analyze information.
- Collected data from various sources to prepare accurate bank deposits.

2018 - 2020

SALES & TECH FREELANCE

- Provided computer repair services to customers and clients
- Sold a few computer items when available
- Electrical wiring and maintenance
- Website site designing
- Website development

EDUCATION

November, 2023

BACHELOR OF SCIENCE, INFORMATION TECHNOLOGY WISCONSIN INTERNATIONAL UNIVERSITY COLLEGE

Completed a certified Bachelor of Science curriculum in Information Technology

October, 2022

CUSTOMER SERVICE LINKEDIN LEARNING

Covered Areas: Customer support, Client rapport, Call center Administration, interpersonal skills and communication.

2015

ELECTRICAL ENGINEERING TECHNICIAN ACCRA TECHNICAL UNIVERSITY

Electrical engineering technician part 1

2012

ELECTRONIC ENGINEERING PILOT TRAINING INSTITUTE

Electronic certificate 1 & 2

2008

BASIC EDUCATION CERTIFICATE EXAMINATION UNIVERSITY OF GHANA STAFF BASIC SCHOOL

Electronic certificate 1 & 2

COMMUNICATION

My commitment to effective communication, active listening, and problem-solving has been instrumental in resolving customer issues promptly and efficiently. I bring a positive and adaptable approach to challenging situations, fostering a customer-centric environment.

LEADERSHIP

Ability to manage multiple projects simultaneously and meet tight deadlines, while maintaining the highest standards of quality.

NOTABLE POSITION HELD

- Assistant Class prefective in Pilot training Institute, 2012.
- Local Organizing secretary in Young Peoples' Guild, Presby, 2015 – 2019.
- District Organizing secretary in Young Peoples' Guild, Presby, 2019 - 2022.
- Class representative, Wisconsin Intl University college, 2018 – 2021.
- Chairman of Project & Programs committee, S.R.C 2021/22

REFEREE

Available Upon Request.