

Ethel Ersebue Obimpeh

Customer Service, Marketing and Sales

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PROFESSIONAL SUMMARY

Accomplished professional with over two years of expertise in customer service, marketing, and social media management. Demonstrated ability to accelerate sales growth while delivering outstanding customer experiences. Proficient in a range of responsibilities, from reception duties to strategic marketing initiatives. Eager to bring my skills and drive to a forward-thinking organization.

WORK EXPERIENCE

Event usher, Central Regional Business Excellence Awards Nov. 2018

- Guided guests to their seats, provided event information, and managed crowd control for smooth entry and exit.

Receptionist and Ticket Agent, Sahara Spring Restaurant Feb 2021 – March 2023

- Skillfully addressed inquiries about the menu, special offers, and ensured exceptional food service to enhance guest satisfaction.
- Efficiently handled ticket sales and maintained records for special occasions, ensuring a smooth and organized process.
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Junior Career peer Coach, Design Thinking Hub Aug. 2022 – Oct 2022

- Educated individuals on the benefits of professional CVs.
- Trained individuals in LinkedIn account development and management for enhanced connections.
- Provided education on business etiquette.

National Service Person, Ghana MiLife insurance 2023 – 2024

- Customer Service and Call handling department

Sales and Customer Service Associate, NAYA by Africa

2024 – Present

- Customer Relationship Management: Successfully managed customer inquiries, complaints, and feedback, ensuring timely resolution and escalation to management as needed.
- Event Sales and Promotion: Proactively promoted and sold products at various marketing events, leveraging opportunities to drive sales growth and expand customer reach.
- Product Expertise and Sales Growth: Developed in-depth product knowledge to effectively cross-sell and up-sell products to customers, driving revenue growth and enhancing customer satisfaction.

EDUCATION

University of Cape Coast

B.comm Marketing

Degree

2019 - 2023

Mawuko Girls Senior High

Visual Arts (WASCCE)

2013 - 2016

Skills

Computer Literacy

Microsoft Suite

Social Media Handling

Customer Service

Effective communicator

Flexible Learner

Team Player