

MAWUSE AKOSUA MORTTEY
0502963724
mawuseakosuamorttey@gmail.com

PROFILE

As an English major from the University of Ghana, I have developed strong English proficiency skills and received comprehensive training in customer service. I am well-versed in effectively resolving customer complaints, providing product recommendations, and delivering prompt solutions to customer inquiries. Below, you will find a summary of my qualifications for potential employment within your institution.

EXPERIENCE

NOVEMBER 2022 – OCTOBER 2023

CUSTOMER SERVICE, GCB BANK PLC.

During my time as a customer service representative and a key member of the social media team, I honed my communication skills and gained valuable experience in handling customer issues and addressing their concerns.

KEY RESPONSIBILITIES:

- Engaged with customers and provided seamless customer service using Hootsuite and Spark central.
- Managed a high volume of customer inquiries.
- Identified and resolved customer issues.
- Maintained detailed records of customer interactions for accurate documentation and follow-ups.

ACHIEVEMENTS:

- Successfully resolved over 1000 customer issues on WhatsApp and Live Chat (on the bank's website) by the end of each month.
- Reported and assisted in the investigation of fraud-related issues.

YEAR: 2021

GRAPHIC COMMUNICATIONS GROUP LIMITED (INTERN)

I undertook an internship at Graphic Communications Group Limited, where I developed firsthand experience in meticulously scrutinizing typed manuscripts for grammatical accuracy and adherence to the stipulated house style.

KEY RESPONSIBILITIES:

- Conducted comprehensive proofreading of articles and manuscripts slated for publication in the company's newspapers, ensuring grammatical precision, appropriate punctuation, and alignment with the prescribed editorial guidelines.

ACHIEVEMENTS :

- I succeeded in detecting oversights that had eluded the attention of our editors before the newspapers were disseminated to the public.

YEAR: 2021

YEEEEAAH NETWORK (INTERN)

During my time at YEEEEAAH Network, I honed the ability to work efficiently within tight timelines while producing top-notch content. I also acquired a range of adaptable skills and a flexible work approach that can be utilized in various professional environments.

KEY RESPONSIBILITIES:

- Produced captivating news stories tailored to our target audience.
- Kept abreast of global and local entertainment news to stay ahead of industry trends.
- Consistently met strict deadlines for news stories to ensure timely publication.

ACHIEVEMENT:

- Successfully broke at least 10 stories over the weekend.

EDUCATION

2018 – 2022

BA, ENGLISH LANGUAGE, UNIVERSITY OF GHANA

SKILLS

- Content Creation
- Problem-solving skills
- Teamwork skills
- Researching
- Quick with learning new languages; French, Deutsch
- Time management
- Proofreading Skills
- Adaptability
- Communication Skills
- Attention to Detail

REFERENCES

MICHAEL ADDO

DEPUTY HEAD, CUSTOMER SERVICE DEPARTMENT, GCB BANK PLC

TEL: +233242824723

EMAIL: maddo@gcb.com.gh

CEPHAS TORKORNOO

HEAD OF COMPLIANCE AND SERVICE STANDARDS, GCB BANK PLC

TEL: +233244645689

EMAIL: ctorkornoo@gcb.com.gh