

# Mustapha M Kromah

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## PROFESSIONAL BACKGROUND

### TD Bank, Springfield — *Financial Service Rep*

APRIL 2022 - PRESENT

- ❖ Meets with customers and prospects to develop understanding of other financial objectives and needs
- ❖ Assesses customer information and suggests appropriate product and service solutions. Sells customers on value and benefits of suggested alternatives and closes sales
- ❖ Maintains strong product and sales knowledge and champions core service values. Provides guidance and training to less experienced staff.

### Comcast Business, Horsham — *Customer Account Manager*

MAY 2021 - APRIL 2022

- ❖ Develop customer relationships through regular customer contact via the telephone
- ❖ Drive both sales growth and account retention by introducing various products and services available through Comcast Business
- ❖ Document effectively and accurately conversations and contact information into the client management system

### TD Bank, Springfield — *Customer Service Rep*

MAY 2018 - JAN 2021

- ❖ Responsible for meeting individual performance metrics
- ❖ Responsible for making sound decisions and timely problem resolution
- ❖ Proactively reaches out to Customers to deepen relationships through needs-based conversations

## EDUCATION

### PennState, Schuylkill — *Information Science Technology*

Sept 2016 - Present

### Upper Darby High School, Drexel Hill — *Diploma*

Sept 2012 - June 2016

## SKILLS

Great Interpersonal Skills

Microsoft Office Suite

Building and Retaining Relationships

Critical Thinking

Translator

## LANGUAGES

American Sign Language

Wolof

Mandika