RACHEL QUAINOO



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OBJECTIVE

To Secure employment in a progressive company where I can contribute my knowledge, experience and talent to assist in achieving organizational goals.

SKILLS

- Possess excellent communication skills and an upbeat attitude.
- Driving Skills.
- Proficiency in Microsoft Office (Word, Excel and Presentation)
- Possess Strong leadership and Analytical abilities.
- Ability to work under pressure without supervision and achieve results.
- Result oriented and good negotiating skills.
- Strong customer service skills.
- Genuine desire to meet the need of others.

PROFESSIONAL EXPERIENCE

REGIONAL SALES SUPERVISOR/ADMINISTRATIVE ASSISTANT (ASHANTI AND BRONG AHAFO).

CEDAR POINT CHEMIST February 2015 - Till date

RESPONSIBILITIES

- Managing sales staff.
- Handling office tasks such as Filling, setting up for meetings, presentation, etc.
- Assist in conducting periodic training for the sales team.
- Assist General Manager in drafting HR policies for the team.
- Organize, supervise and divide responsibilities among sales representatives' to ensure performance.
- Maintain polite and professional communication via phone, email and skype.
- Track stock of office supplies and place orders when necessary.
- Generate memos, emails and report when appropriate.
- Monitor competitors marketing activities and designed counter strategies.
- Resolving customer complaints
- Compiling Sales Reports.
- Designing and Implementation of marketing activities and promotions.
- Ensuring Account Receivables are within acceptable limits.
- Providing general administrative support.

ACHIEVEMENTS

- Successfully managed a team of Five sales representatives to ensure Target Achievement.
- Maintained Excellent Sales and Account Receivables Records.

CUSTOMER RELATIONS ASSISTANT

ELECTRICITY COMPANY OF GHANA October, 2014 - September, 2015

RESPONSIBILITIES

- Receive customer complaints
- Provide first line support to customers
- Understand customer needs and offer solutions and support.
- Redirect customer complaints to appropriate teams and or department as needed.

SALES EXECUTIVE EAST CANTONMENTS PHARAMCY, WHOSALE DIVISION, KUMASI January 2007- January 2012.

RESPONSIBILITIES

- Responsible for ensuring achievement of SECTORS monthly, quarterly and Annual Target.
- Marketing and Selling of company's products to customers in Kumasi and Obuasi.
- Rendering of daily cheques and cash transaction.
- Responsible for prospecting for new customers and developing new territories.

EDUCATION

INSTITUTE OF HUMAN RESOURCE MANAGEMENT PRACTITIONERS. (IHRMP) Student Member 2018- Ongoing.

BACHELOR OF BUSINESS ADMINISTRATION, BBA (HUMAN RESOURCE MANAGEMENT OPTION),

Christian Service University College, Kumasi August 2010-May 2014

DIPLOMA IN STRATEGIC MANAGEMENT AND CUSTOMER SERVICE MANAGEMENT. ICM UK, (2008-2009)

SENIOR SECONDARY SCHOOL CERTIFICATE(SSSCE)

Wesley Girl's Senior Secondary School, (Kumasi) 2000-2002

REFEREES

MR. ADIEL ATTEH SIAMEH

Pharmacist Cedar Point Chemist, Kumasi

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Mr. Godfrey Mensa-Yawson

National Business Manager Mega Lifesciences Ghana Ltd - Accra Tel No:0205220830/ 0265822673 Email -fiffijnr@gmail.com