



JOSEPH B. MENSAH



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EDUCATION

ESERVICES ACADEMY

CONTACT CENTER OPERATIONS
Feb 2017 - Mar 2017

BRITISH COUNCIL

BUSINESS PROCESS OUTSOURCING
Aug 2016 — Sep 2016

KINBU SENIOR HIGH SCHOOL

WASSCE CERTIFICATE IN GENERAL ARTS
Feb 2013 — Apr 2016



SKILLS

EXPERT EXCEL/GSHEETS USER

PROJECT MANAGEMENT

WORKFORCE MANAGEMENT

REPORTING ANALYTICS

COMMUNICATION SKILL

CALL CENTER TECHNOLOGY

ACTIVE LISTENER

MICROSOFT OFFICE APPLICATION

GOOGLE DOCS, SHEETS & SLIDES



CERTIFICATE

BUSINESS PROCESS OUTSOURCING

CUSTOMER SERVICE

MICROSOFT POWER BI DAX

HUMAN RESOURCES MANAGEMENT



ABOUT ME

Joseph Mensah, a versatile Workforce Analyst and data problem-solver. With over 4 years of experience in contact center operations and workforce planning, I've honed my skills in reporting analytics and team optimization. Beyond the traditional office, I thrive in remote environments, actively engaging on platforms like Upwork and Excel Chat.

I solve a range of data-related challenges for diverse clients, showcasing my adaptability, integrity, and strong communication skills. My dual expertise in structured corporate roles and flexible online platforms exemplifies my commitment to delivering excellence in every project I undertake.

JOB EXPERIENCE

SENIOR WORKFORCE ANALYST

2023-Present

Buwelo Africa Limited

Managed offshore projects, staff planning, and created various productivity and scheduling reports.

OPERATIONS SUPPORT OFFICER

2022 -2023

Buwelo Africa Limited

Handled procurement, project planning, and facility management.

WORKFORCE REPORTING ANALYST

2019 -2021

Eservices Africa Limited

Managed time-related employee requests, oversaw payroll processing, coordinated with vendors, and contributed to strategic planning while maintaining Excel reports and schedules.

CUSTOMER SUPPORT EXECUTIVE

2018 -2019

Eservices Africa Limited

Led the sales team, resolved team conflicts, updated customer payment information, conducted training sessions, and maintained customer databases.

CUSTOMER SERVICE REPRESENTATIVE

2017 -2018

Eservices Africa Limited

Maintained customer data, enhanced team performance, and managed customer interaction tracking in CMS.

REFERENCES

References will be given upon request.