

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**
- **WORKFORCE MANAGEMENT**
- **REPORTING ANALYTICS**
- **COMMUNICATION SKILL**
- **CALL CENTRE TECHNOLOGY**
- **ACTIVE LISTENER**
- **PRESENCE SUITE**
- **COMPUTER PROFICIENT**
- **MICROSOFT OFFICE**
- **GOOGLE DOCS, SHEETS & SLIDES**
- **PROJECT MANAGEMET**

CERTIFICATE

- **BUSINESS PROCESS OUTSOURCING**
- **CUSTOMER SERVICE**
- **MICROSOFT POWER BI DAX**
- **HUMAN RESOURCE MANAGEMENT**
- **PROJECT MANAGEMET**

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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.