

EDUCATION

University of Professional Studies
B.A. Business Administration

Accra - Ghana
August 2017 – Jul 2020

Certification: HealthCare, Google, Lead Generation, Customer Service.

Relevant Modules: Operations Management, Customer Relations, Project Management, Marketing, Sales, Organizational Contact/Call Center Training, E-Commerce, B2B, B2C, and Data Analysis.

WORK EXPERIENCE

TLS contact

Technical Support – Google Pay Support

- Inbound calls from users
- Handling Emails & Live Chats
- Handling Customer complaints

Accra-Ghana

Sep 2023 – till date

Safer Road Assistance, Safer Road Rescue - Remote Customer Support Specialist

- Providing roadside assistance to Clients via inbound and outbound calls
- Creating Job order & Invoicing for Clients
- Dispatching and following up on Jobs requested by Clients

USA & Canada

March 2023 – Aug 2023

InfuseMedia Ghana

Lead & Phone Verification Specialist – Remote

- Outbound calls
- Lead Generation
- Verifying Leads and checking for the right details.

USA & Philippines

July 2022 – March 2023

FAIR TRADE OUTSOURCING GH FLOOR MANAGER

- Organizing intensive training for proctors/agents, one-on-one training, and offline training with available resources.
- Ensure that operation is running efficiently, hitting our productivity, and achieving the highest possible level of customer service by Mentoring agents, resolving issues, and achieving individual and team objectives.
- Assign proctors to launch, watch, tech, and HD to ensure we always have the best team possible

Accra-Ghana

Jul 2021- Jul 2022

JUMIA GHANA

Customer Service Agent

- Inbound Calls
- Handling Customer Orders and Complaints

Accra-Ghana

Nov 2018 – Aug 2020

ACHIEVEMENTS

Best Customer and Client Manager 2022.

SKILLS AND INTERESTS

Technical Knowledge: Customer Success Management, E-Commerce Expert, Virtual Assistant, Team Leadership, Stakeholder Management, Project Management, Administrative, Data Analysis, Healthcare, and Reporting.

Computer Skills: Microsoft Office (G-suite, Excel, Word, PowerPoint), Salesforce, Google Workspace, PowerBI, Zendesk.

Interests: Reading, Site Seeing, Sports, Cooking

REFEREES

Available upon request.