

SAMUEL APPIAH ODOOM

Customer service representative



Profile Summary

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Contact

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Email: Sodoom81@gmail.com

Work Experience

Customer Service and sales Representative | 2021-present

Customer service Representative

- created pre-defined process to provide top-level customer care to callers and promptly resolve problems.
- pitched the products and service to customers and assisted with delivery schedules. I also provided on-time after-sale services to customers when needed.
- Worked with internal teams to solve complex issues and escalate issues to managers
- Shared details about products and services, and explain their benefits to customers
- Kept in touch with existing customers and following up with them
- Planned and organized a daily work schedule to call on customers
- Developed sales strategies and manage sales proposals

Pharmanova Limited | SEPTEMBER,2019-AUGUST ,2020

QUALITY CONTROL OFFICER

- Evaluated the quality of products or services
- Conducted inspections, audits, and tests to verify compliance
- Kept records of documents such as inspection schedules, surveillance reports, and quality records
- Identified any deviations from standards or defects

Ghana Standards Authority | MAY,2018–JULY,2021

INTERN

Performed experiments, isolated and maintained cultures, and tested samples

- Developed and managed quality control processes
- Adhered to safety and industry standards, and highlighted any potential unsafe acts
- Recorded, analyzed, and interpreted data, and prepared technical reports

Education

UNIVERSITY FOR DEVELOPMENT STUDIES | 2015 – 2019

Bachelor of Science Biological sciences

- Second class upper

GHANA SENIOR HIGH

WASSCE

SKILLS

Team Building
Good Communication Skills
Planning and organizational skills
Problem solving skills

REFERENCES

Mr. Gariba
"Pharmanova Limited "
Quality control Officer
055 350 6805

Mr. Hussein Alamine
"INGCO Ghana
Showroom Manager
059 380 2917