

# ALBERTA AYERKO OKOJI

## SALES/CUSTOMER SERVICE REPRESENTATIVE

### PROFILE

Results-driven sales/customer service professional with 7 years of experience in the retail industry, specializing in customer engagement, sales optimization, and product knowledge. Providing personalized recommendations, and consistently exceeding sales targets. Proven track record of working effectively in fast-paced environments while maintaining a focus on customer satisfaction and store performance. A collaborative team player with excellent communication, problem-solving, and time-management skills.

### SKILLS

- Exceptional customer service, addressing inquiries and resolving issues.
- Understanding and promoting products for informed purchasing decisions.
- Handling cash transactions and operating point-of-sale systems.
- Maintaining accurate inventory records and monitoring stock levels.
- Proactive learner and adapting to new technologies.
- Excellent verbal and written communication skills.
- Strong organizational and critical thinking skills.
- Demonstrating ability to work in a team, maintain professionalism, and uphold confidentiality.

### EDUCATION

#### **Training in Baking, Boxing & Confectionery Products**

2024

Stedna School of Baking and Confectionery, Osu Ghana

#### **BSc. Business Administration(Accounting)**

2014

Data Link University College, Tema Ghana

#### **West African Senior School Certificate**

2009

Nifa High School, Adukrom Ghana.

### EXPERIENCE

#### **CUSTOMER RELATION/FINANCE OFFICER**

2018 - 2024

- Services Integrity Savings and Loans Ltd, Accra, Ghana.
- Personalized service to build strong client relationships.
  - Assisted new customers with onboarding and training.
  - Managed customer complaints and escalated unresolved issues.
  - Maintained accurate customer records and data protection regulations.
  - Collaborated with sales and marketing teams for improved service delivery.
  - Acted as a liaison between customers and other departments.
  - Processed customer payments, reconciled daily transactions, and prepared deposit reports.
  - Managed accounts receivable and payable.
  - Maintained accuracy and security of financial records.
  - Oversaw customer financial accounts, assisting with billing queries.

#### **SALES OFFICER**

2015 - 2018

Integrity Associate. Accra, Ghana

- Efficiently processed customer purchases, returns, and exchanges using POS system.
- Restocked shelves and displays with new arrivals and in-demand items.
- Promoted and sold products/services to meet/exceed sales targets.
- Ensured strong client relationships through effective communication and personalized service.
- Prepared and submitted regular sales reports.
- Collaborated with marketing, customer service, and finance teams for seamless order processing, delivery, and after-sales support.

#### **SALES REPRESENTATIVE**

Enjoy Supermarket Ltd, Tema, Ghana

2014-2015

- Engaged with customers to understand their needs and provided product recommendations to drive sales daily.
- Collaborated with team members, ensured smooth store operations, and met collective sales goals.
- Assisted with merchandising, and ensured products were well-presented and labelled, stocked, and organized according to company policy and guidelines.
- Monitored inventory levels, placed stock orders, and conducted regular stock counts to ensure product availability.