# MISS AUGUSTINA YAMOAH

# 15 polworth road,sw16 2et

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**PERSONAL PROFILE**

A reliable and enthusiastic individual who has good communication and interpersonal skills, friendly, polite , motivated, ambitious and highly organised. Have a willingness to learn new skills and enjoy all challenges. Dedicated and hardworking individual who can be trusted to see a task through to completion. Experience in customer service and a good team leader who supports my team.I particularly enjoy the day to day customer service environment and its challenges and looking to develop new skills within a progressive working environment.

**KEY SKILLS**

* **Good customer skills** – experience in assisting customers and providing suitable help to them
* **Administrative skills** – Accurate in keeping records, writing and sending emails
* **Hardworking and organised** – Strong commitment to work, time conscious and quality control of multiple task
* **Team Work** – Excellent team member, enjoy working as part of a group and collaborate in decision making
* Awareness of health & safety, equality and inclusion protection law
* **IT Literate** – Excellent computer skills in Microsoft word.
* **Great Interpersonal Skills** – Have a polite and friendly way of interacting with people

**EMPLOYMENT HISTORY**

**1ST Premier Properties – Customer Service Assistant**

(February 2016 – Present)

* Answering phone calls from clients
* Searching for properties for the company
* Running professional errands
* Receiving visitors and dealing with them personally

**National Insurance Company , Ghana -Admin Assistant (December 2013)**

* Registering of new applicants
* Renewals of expired national insurance cards
* Giving advice to customers
* Answering and dealing with customer queries in person and on the telephone
* Processing of paperwork
* Ensuring the filing systems regarding paperwork are up to date

**EDUCATION AND TRAINING**

* **MI Skills Development Centre (MI COMPUTSOLUTION)**

(March 2016 - Present)

Currently working towards the following:

Level 2 : (Mathematics and English) – Functional Skills (Awarding body- CITY AND GUILDS)

Level 1 : Health & Social care (Awarding body- CITY AND GUILD)

* **LAMBETH ADULT LEARNING (**Employability Coarching Course )

(June 2016)

Interview practise

Customer service

Awareness of health and safety at work

**HOBBIES AND INTERESTS**

I enjoy listening to music, singing and reading books.

* **References are available upon request**