**CURRICULUM VITAE**

**YAW**



**PERSONAL DATA**

FULL NAME: Yaw

GENDER: Male

DATE OF BIRTH: 11/08/1983

EMAIL: yaw.385544@2freemail.com

**PERSONAL PROFILE**

I am an enthusiastic and determined person, capable of working with minimum supervision and under my own initiative to achieve excellent results. I am easily motivated, adaptable, versatile and a good team player. I am also an excellent communicator, having good interpersonal skills as well as a positive attitude and willingness to work diligently.

**CAREER OBJECTIVES**

* To find a challenging position as Customer Service Expert in a reputable organization and help enhance its productivity by applying my knowledge and strong leadership skills.
* To bring excellence to bear in the fulfilment of service delivery and strategic thinking that brings about effectiveness and efficiency in any institution.

**SKILLS AND COMPETENCIES**

* Proficient in Microsoft Word, Excel and PowerPoint.
* Self-motivated to generate my own ideas and follow them through to fruition.
* Excellent verbal and non-verbal communication skills.
* Formidable negotiation skills.
* Confident, innovative and strong leadership qualities.
* Excellent skills in field work.
* Flexible with the ability to multi-task simultaneously.
* Adequate interpersonal skills.
* Easily adaptable to the working environment.
* Adequate ability to work under pressure with little or no supervision.
* Dynamism and the readiness to learn.
* Forward thinking and ability to prioritize.
* Good time management.
* Reliable and service oriented.
* Attention to details and accuracy.

**EDUCATION AND QUALIFICATION**

**Advance Diploma in Human Resource Management 2007 – 2010**

Zenith University College, Trade Fair, Accra, Ghana

Association of Business Executives (ABE)

**High School 2000 –2004**

St. Peter’s High School, Kwahu - Nkwatia, Ghana

**WORK EXPERIENCE**

**Business Development Specialist 2018**

West Workforce Limited (Ashongman,Ghana)

* Followed-up on new business opportunities and communicating new product developments to prospective clients that increased business closures by 15%
* Demonstrated professional etiquette and manners in managing and retaining relationships with both existing and new clients resulting in 40% increase in positive feedback.
* Developed and implemented a client service program which expanded client base by 15%.
* Initiated and developed new Partner relationships, providing strategic alliances and business opportunities.
* Drafting and reviewing contracts for efficiency, effectiveness and profitability.

**Brand Ambassador (Customer Service Expert/HR Support) 2015 – 2018**

E Services Africa Limited (Labone, Ghana)

* Provided excellent customer service through phone, email, chat, and a dedicated complaints handling unit in a timely and accurate manner reducing customer complaints by nearly 50%.
* Served as a liaison between customer support teams, management and customers to improve customer service and improving business productivity by 25%.
* Prepared documentations and reports on routine customer correspondence for future reference purpose.
* Improved the efficiency of the customer service department by providing training and setting up training materials almost by 29%.
* Communicated customers feedback to technical and marketing teams reducing customer complaints by nearly 30%.

**Assistant Manager/HR 2012 – 2014**

Pennywise International School (South La Estate, Ghana)

* Achieved meaningful targets for staff through effective communication of management objectives and strategies.
* Provided organizational support to staff including supervision of duties, managing schedules, coordination of meetings, staff motivation among others.
* Collaborated as Liaison Officer between staff and management to meet the multicultural needs of students.
* Organized biannual training workshops for staff and management while highlighting our capabilities.
* Created and presented intervention plans focused on strength-based learning methods to improve academic performance.
* Coordinated staff appraisal and performance.
* Spear-headed planning for the National Science and Maths quiz as part of student leadership initiative..

**Research Assistant/Supervisor 2011 – 2012**

Glocorp Company (Sakumono Estate Flats, Ghana)

* Adopted a consistent monitoring and evaluating approach offield operations bringing about organization and order.
* Collaborated with a team of four (4) in improvement programs in efficient data collection within a specific demographic area.
* Performed critical data analysis and verification with in-depth attention to details ensuring efficiency.
* Conducted on-the field training for new recruits in identifying tools to use in creating efficiency and satisfaction.
* Evaluated customer complaints and from different demographical areas and identified two keys issues as well as possible resolutions to ensure standards are maintained.

**Research Assistant 2010 – 2011**

National Service (Dangme West District Health Administration, Ghana)

* Reorganized writing of minutes, field and research reports that brought about increase in department’s efficiency.
* Provided organizational support to staff including managing schedules, supply purchasing, filing, coordination of meetings, and assisting with peripheral training activities.
* Facilitated in educating and sensitizing communities on Maternal,Infant and Reproductive Health, resulting in reduced infant mortality rates within the Dangme West District.
* Improved access to health care services as Community Rapid Diagnostician TestResearch Field Officer through coordination with other social workers.
* Created a more efficient Word database to collect and record data and/or samples as appropriate to the specific objectives of the study reducing production time by 20%.

**Trainee Marketing Manager 2008 – 2009**

Africa Business Bureau Ltd (Lapaz, Ghana)

* Exceeded targets on three consecutive times.
* Developed new marketing strategies that drove sales up by 25%.
* Created new brand awareness through marketing, sales materials and sales replication.
* Evaluated records efficiently for management decision making bringing about more consistency and reduced mistakes.
* Identified product gaps and designed solutions to identify new markets and changing trends and communicate findings to decision makers.

**LANGUAGE SKILLS:** FluentEnglishand Basic French

**HOBBIES:** Reading, Soccer, Cooking, Singing and listen to music

**REFERENCE**

Would be provide upon request.