



# Alberta Agyemang Badu

## Customer Service Representative

at Consolidated bank of Ghana

Location: Dubai, United Arab Emirates  
Education : Master's degree, business administration  
Experience: 4 Years, 6 Months

## CONTACT

Location: Dubai, United Arab Emirates  
Name: Alberta Agyemang Badu  
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LAST ACTIVITY: 2022-01-19

REF.: CV77172961

## TARGET JOB

Target Job Title: Administrative assistant, Executive secretary, Customer Service Representative, Receptionist

Career Level: Mid-Career

Target Job Location: UAE

Career Objective: A detailed oriented individual who has extensive knowledge on administrative procedures, systems and processes. Technologically savvy and goal-oriented

Administrative Assistant. Driven and motivated to help organizations thrive towards thier Vision.

Skilled in prioritizing and completing tasks independently. Extensive experience with Microsoft Office

Employment Type: Full Time Employee

Notice Period: Immediately

## PERSONAL INFORMATION

Date of Birth 2 June 1994 (Age: 27)

Gender Female

Nationality Ghana

Residence Country Dubai, United Arab Emirates

Visa Status Visit Visa

Marital Status Single

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## EXPERIENCE (4 YEARS, 7 MONTHS)

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August 2020 - January 2022

### Customer Service Representative

at Consolidated bank of Ghana

**Location:** Accra, Ghana

**Company Industry:** Banking

**Job Role:** Banking

- Providing accurate support and safeguarding the customers investment.
- Providing accurate information about client products and services to the caller and educating the callers on how to use client products and services.
- Handling the customer calls, despite the degree of difficulty, in a courteous and business-like fashion.
- Performing data entry on tracking systems for recording call notes, questions, and suggestions.
- Providing excellent quality customer service and other duties as assigned.
- Attending regularly scheduled video conferences for team meetings and one on one coaching.
- Adhering to Company attendance, punctuality, and meal and rest break requirements.
- Maintaining the concentration and focus in order to meet performance goals.

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August 2019 - July 2021

### Administrator/ Chaperon

at Miss tourism Ghana event organizers

**Location:** Accra, Ghana

**Company Industry:** -

**Job Role:** Administration

Miss Tourism Ghana - Event Organizers

08/2019 - 06/2020 Accra

- Involved in signing on Accra City Hotels to sponsor the event
- Acted as Chaperon on behalf of the event organizers
- Signed on Voltic Mineral Water company also as a sponsor
- Prepared daily work schedules for selected participants
- Organized logistics and supplies to meet various event needs
- Liaised with sponsors and partners to make their products visible at event venues as we maximize their claw back dividends
- Generated content for various aspects of the show, ie Fashion night, debate night, culture night amongst a host of other activities

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June 2017 - September 2019

### administrative assistant

at ExpressGas limited

**Location:** Accra, Ghana

**Company Industry:** -

**Job Role:** Administration

- Ensures and maintains confidentiality of all communication and documentation.
- Plans, coordinates, and finalizes details for travel arrangements and events.
- Documents communication, tracks and follow-up on requests and coordinates stakeholder meetings.
- Communicates effectively with teammates.

- Leverages PowerPoint to create and disseminates new hire announcements.
- Exercises initiatives and good judgement to make sound decisions.
- Performs record keeping of all financial budget planning for managements expense account ensuring the budget stays within company budgets.
- set up, maintain, optimize and purged physical and electronic filing systems to keep records in the office.
- Produced and distributed team newsletters, email updates and other forms of communication to promote collaboration among team members and share important updates generated and dispatched invoices to various stations and made sure they are returned on time.
- Handled travel arrangements and collated documents for management and executive staff meetings and trips.

## EDUCATION

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### Master's degree, business administration

at university of ghana

**Location:** Accra, Ghana  
December 2021

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### Bachelor's degree, business administration

at university of ghana

**Location:** Accra, Ghana  
July 2017

## LANGUAGES

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### English

**Level:** (Expert) | **Experience:** More than 10 years

## HOBBIES AND INTERESTS

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reading