



Lisa Aboagye

CUSTOMER SERVICE SPECIALIST

Profile

As a young, motivated individual I am extremely interested in submitting my application for a job in your organization. I am attentive to detail and thorough in everything that I do. Right now, I would like to join a company that has a work environment which supports and values diversity, integrity, trust, and openness, I will be able to integrate my liaison ability to aid the accomplishment of the daily task in your organization.

Employment History

Event Host , EXPO2020 DUBAI, DUBAI

AUGUST 2021 – MARCH 2022

- Welcoming Guest to the event, helping them out with their inquiries about Expo 2020.
- Tickets Issues Resolution.
- Communicating and coordinating with colleagues as necessary.
- Prompt response to customer inquiries
- Ensure customer satisfaction and provide professional customer support.

EVENT COORDINATOR, LION HEARTS EVENTS, Accra

FEBRUARY 2018 – AUGUST 2019

- Interacting with clients to gain understanding of the requirement for each event, according ,determined cost and time requirements in coordination with various managers.
- Researched vendors and made reactions based on creativity;provided summary of ideas,costs and sourced activities for all events hosted to the Event Manager.
- Prepared Promo material s in coordination with the digital departments; drafted newsletter, flyer, web and social media content and catalogues .
- Handled administrative activities for each event, including selecting and booking appropriate venue,travel and accommodation,managing supplies and contractors and ensuring invoices are paid promptly.
- Coordinating onsite arrangements for all events, worked with customers, vendors and supplies to facilitate events, managed logistics and handled transportation for clients.
- Monitored the project progress various phases and prepared summary reports for Event Manager.
- Worked as the point of contact at the event site managed all work related the project from concept to execution ensuring project\event completion within time, budget, and scope.

Customer Service Representative , MTN (GHANA, Accra

OCTOBER 2019 – DECEMBER 2020

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.

Details

+971506169491

lisaaboagye92@gmail.com

Skills

Teamwork

Leadership Skills

Adaptability

Communication Skills

Microsoft Excel

Highly responsible and reliable

Microsoft Office Word

Customer Service

Languages

English

- Keeping records of customer interactions, transactions, comments, and complaints .
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Education

Bachelors Degree in Human Resource Management, University of Cape Coast, Cape Coast

JANUARY 2016 – AUGUST 2019

Graduated with Second Class Upper

- Procurement and Supply Chain Management
- Finance
- Economics