

MARTHA AKUA NTUMY APPIAH

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VISA STATUS – OWN VISA

**BACKGROUND SUMMARY**

Dynamic individual with over four years of professional experience. Seeks to leverage top-notch managerial and organizational skills to boost efficiency. Managed a team of four office assistants in a high- volume retail business and human resource sector. Energetic and optimistic customer service representative with over 3 years of professional experience assisting customers in solving complex issues.

# Employment Summary:

|  |  |
| --- | --- |
| **Period*** December 2019 – October 2020
* July 2018 – August 2019
* March 2016- January 2018
* February2015January 2016
* January2013- December 2014
 | **Position Held Organization****-**Marketing ManagerCashier Dorat Africa Food stuff TradingHuman resource assistant Parliament of GhanaAccounts Teller/Customer Service (Sales) African Support NetworkCustomer Service (Sales) Koodanqua Sons &AssociateHuman resource Office Assistant U.C.S. Facility MGT |

**Employment History**

**Marketing Manager/ cashier; Dorat Africa Food stuff Trading LLC (United Arab Emirates)**

* Creating promotional information to drive business
* Coordinating multiple channels of marketing strategies
* Managing budgets for marketing campaigns
* Testing new marketing opportunities
* Building relationships with media outlets
* Directing social media strategies
* Evaluating performances of marketing campaigns
* Troubleshooting marketing campaigns that are not performing well
* Managing employees and third-party vendors
* Addressing customer service problems
* Coming up with new ways to promote new products
* Educating employees about industry marketing trends
* Analyzing customer feedback from social media platforms
* Analyzing advertising returns and reporting to upper management
* Report Directly to the Managing Director.
* Processes return transactions
* Assits customers in-store check-out processes
* Bagging items
* Collecting payment and giving appropriate change.

# HUMAN RESOURCE ASSISTANT. (ADMINSTRATIVE ASSISTANT)

# PARLIAMENT OF GHANA

* + Documentations of the Member of Parliament.
	+ Maintaining policies and HR records
	+ Handling of employee relations
	+ Follow Office up projects with targeted messaging and email

Communications.

* + Suggestions information’s to in house staffs
	+ Office administration.
	+ Sales and marketing of company’s products
	+ Resolve service problem by clarifying the customer’s complaints.
	+ Assign duties to daily employees
	+ Generating daily reports to line manager

# Customer service (Accounts Teller/Customer Service) African Support Network Financial Service

* + Investigate Customer Complaints from
	+ all Spokes for follow up to be resolved by respective units
	+ Ensure that stakeholder log system and operational issues to helpline following the correct procedure for logging of issues.
	+ Ensure that all Risk and Compliance controls (KRI, KPI, KCSA, COPMAN) are adhered to and worked on before overdue date
	+ Ensure that all risk policies are signed off by team
	+ Ensure external stakeholders (vendors) are up breast with all risk policies with regards to their service with the business

# Customer Service (Sales) Koodanquah, Sons and Associate

* + Cleared goods at the Tema port on behalf of clients
	+ Delivered goods cleared to clients
	+ Receive clients complains and responds to them
	+ Prepared report on clients and file
	+ Market products to prospective clients

**ZOOMLION GHANA LIMITED (UCS FACILITY MANAGEMENT) POSITION: HUMAN RESOURSE OFFICE ASSISTANT**

* + Office administration.
	+ Sales and marketing of company’s products
	+ Resolve service problem by clarifying the customer’s complaints.
	+ Assign duties to daily employees
	+ Generating daily reports to line manager.

# EDUCATION&QUALIFICATIONS:

**KINGS UNIVERSITY COLLEGE**

September 2014 – May 2014

* Bachelor of Science in Business Administration
* Human resources Managements
* Other courses taken include, French, English, Business communication and Information Communication Technology (I.C.T)

**ABURI GIRLS SENIOR HIGH**

September 2010 –May 2013

* Senior High School Certificate

**PENTECOST PREPARATORY SCHOOL**

September 2006- June 2010

* Junior High School Certificate

# Achievements

* Set up three additional branches for operations
* Organizing member of year end staff dinner party 2019
* Organize a successful Health Screening for the people of Adenta and its Environ 2019
* Organize branch awareness and publicity
* Helpline Issue Log Template Initiative
* Coordinated art and crafts making exhibition for young girls between the ages of twelve and seventeen

**Name; MARTHA AKUA NTUMY APPIAH**

**NATIONALITY; GHANAIAN**

**DATE OF BIRTH; 6TH MARCH 1994**

**GENDER; FEMALE**

**MARITAL STATUS; MARRIED**

**LANGUAGES SPOKEN; ENGLISH**

**HEIGHT; 155**

# Referees will be provided upon request