

ADELAIDE OWUSU ANTWI

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Summary

A customer service representative with 3+ years' experience in managing customer concerns. Passionate and focused on maintaining positive customer relationships with an organization, partners and clients. A people's person comfortable with direct communications with customers to listen to concerns, resolve problems, and recommend products and services according to the needs of each individual. A detail-oriented person with an amazing team player personality.

Support Worker

Caretech Community Service Limited

06/2021- 12/2021

- Supporting people with learning disability.
- Helping service users get organized.
- Supporting people with social and physical activities
- Supporting and encouraging people to manage their own domestic responsibilities

Customer Service Consultant

Receivership of 23 Savings and Loans and Finance House Companies (PwC) • Accra, Ghana

08/2019 - 02/2021

- First point of contact to customers, providing front desk assistance to clients and customers, including call center duties.
- Liaised between management and clients by circulating information from one end to the other.
- Assisting depositors in the filling of their P.O.D (Proof of Debt) forms as well as validating depositors claims.
- Kept records and created a database for all client debts.

Finance Assistant

Ministry of Gender, Children and Social Protection • Accra, Ghana

08/2018 - 08/2019

- Processed payments and handled petty cash for the department.
- Created Memos and monitored payment vouchers for the department.
- Booked appointments and regulated my supervisor's schedule.
- Drafted letters and responded to emails sent to the department on behalf of my Superiors.

01/2018 - 10/2020

Executive Partner

Serenity Credits • Accra, Ghana

- Co-partner and director of this Credit Union organization.
- Provided growth strategies in the marketing and communication department; offering direction and driving teams to execute increase in client numbers.
- Expanded clientele based from a six to over hundred and twenty.

Secretary Intern

Weaverex • Accra, Ghana

09/2015 - 01/2016

- Drafted formal letters to existing and potential clients.
- Booked appointments and attended meetings on behalf of my Supervisor.
- Responded to emails and calls on behalf of the company.

Customer Service Intern

Electricity Company of Ghana • Accra, Ghana

01/2015 - 08/2015

- Regulated information from clients to management that helped in decision making for the growth of the company.
 - Assisting new subscribers with registration
 - Recording customer complaints
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Skills

- Customer Relationship Management
 - Microsoft Office
 - Team Management
 - Management Consulting
 - Communications
 - Presentation Skills
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Education

Bsc Marketing

Catholic Institute of Business and Technology, Ghana. • Accra, Greater Accra Region

11/2018

General Arts

Corpus Christi Catholic School, Ghana. • Accra, Greater Accra

05/2013

Languages

- English
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References

Reference available upon request.