



ANGELA BOAKYE

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PROFILE

A self-motivated and enthusiastic individual with extensive experience gained in customer service and administration across a range of industries. Who is committed to providing an exceptional standard of service to clients and customers while remaining focused on achieving and exceeding demanding targets and business objectives. I possess excellent administrative and data processing skills and is quick to grasp new ideas and concepts and always keen to develop new skills and expertise. Able to work well, both independently and as part of a productive team within the organization, prioritization skills required to complete tasks to a high-quality standard. Articulate and proactive, combines a professional and confident approach with first-class interpersonal skills and can communicate concisely at all levels.

OBJECTIVES

Currently looking for a new and challenging position that will make the best use of my skills and experience, specifically in customer service, while enabling continuous personal and professional development.

EDUCATION

Sanford Brown Medical Institute

- Associates Degree in Nursing

University of Ghana – Accra, Ghana

- Associates Degree

St. Mary's Secondary School - Accra, Ghana

- Diploma

EXPERIENCE

Sage Services ♦ Kennesaw, GA

Account Manager August 2013 – December 2017

Conferred with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

- Establish new business clients through cold sales
- Collaborate with team members to finalize contract details
- Collecting data and statistics in addition to undertaking administrative duties

Negretuide Inc. ♦ Marietta, GA

Operations Manager August 2009 – July 2013

Had total responsibility for restaurant and store operations including fulfilling the needs of our customers, inventory control, processed and delivered on phone orders and maintained financial accounts of customers.

- Direct and coordinate production, sales and distribution activities.
- Assesses customer needs to aid purchasing decisions
- Provided assistance to customers and ensuring the queries are answered
- Ensured the quality of stock was of the right standard.

TSYS (Capital One) ♦ Duluth, GA

Senior Collections Clerk January 2007 – June 2009

Collected past due accounts at Capital One with both in and outbound phone calls, followed up on accounts and assisted at reception desk welcoming customers.

Daimler Chrysler ♦ Stone Mountain, GA

Automation Team Store-Sales/Leasing Consultant March 2006 – January 2008

Provided courteous and professional customer service to those walking in the doors and over the phones. Handled paperwork for sales and leases, invoices and mileage charges, customer complaints and daily deposits both in cash and credit card.

Trendi Limousines ♦ Atlanta, GA

Office Administrator February 2004 – January 2006

Using a variety of software packages, it was my duty to produce correspondences and documents in addition to maintaining presentations, spreadsheets and databases. Worked with invoicing and receipt tracking, following and maintaining the companies' budgets, set up appointments for clientele and organized the maintenance on all office equipment.

World of Coca-Cola ♦ Atlanta, GA

Customer Service Professional and Guest Relations July 2000 – December 2003

As a Guest Relations and Customer Service Professional, it was my responsibility to greet all visitors up on arrival, assist with check-ins for groups and individuals in addition to scheduling activities for visitors and facilitating company tours.

SKILLS

- Microsoft Office 97-2007:
 - Outlook and Word
 - Powerpoint and Excel
- Multi-lingual
 - Fluent in Twi, Ga, Hausa
 - Understanding of French and Spanish
- Flexible and adaptable to change
- Excellent Organizational Skills
- Friendly and Approachable
- Reliable and Honest
- Attention to Detail
- Conflict Resolution
- Negotiation Skills
- Data Entry