CURRICULUM VITAE

Isaac nii Obuamah addy

**Mobile:** +233(024)9049723. **E-mail:** [iykeadyy007@gmail.com](mailto:iykeadyy007@gmail.com)

SUMMARY OF PROFILE**:** To combine my backgrounds in **Economics**, with acquired skills in ***IT*** and such related capabilities, with ***e-*commerce and customer service/satisfaction** to help achieve institutional/organizational goals and targets, while building my own potentials and professionalism. I am ever ready to learn new techniques, apply and adopt to global changes, in the course of work. Skilled customer base service provision with good training, problem-solving and planning abilities. Ready to bring 7years of related experience to a challenging new role. Hands-on style and proactive mindset.

***Bio/Personal Data***

|  |  |
| --- | --- |
| **PLACE OF BIRTH** | Ridge Hospital Accra-Ghana |
| **date of birth** | Monday, November 02, 1992 |
| **NATIONALITY** | Ghanaian |
| **MARITAL STATUS** | Married |
| **RELIGION** | Christian |
| **CURRENT ADDRESS** | P.O. Box SK603,  Sakumono - Tema, Ghana. |
| **CURRENT RESIDENCE** | No.078 Paraku Estate Spintex |

***Formal Educational Background***

2012-2016: **University of Ghana**

B.A. (Hons) Geography and Resource Development with Economics

2008-2012: **Tema Secondary School**

West African Senior School Certificate Examination

[Principal Courses: Economics, Elective Mathematics,

Geography and French]

2001-2008: **University of Ghana Basic School**

Basic Education Certificate Examination

**Final Academic (B.A.) Project – August 2016:**

**“**The Energy Crisis [*Dumsor*] and Informal Businesses

in Ga Central District, Accra, Ghana**”**

***Practical Attachment***

|  |
| --- |
| June 2015—August, 2015: **Cartography Section** Forestry Service Division  Forestry Commission, P.O. Box 209, Takoradi. |

***Work Experience***

|  |  |  |  |
| --- | --- | --- | --- |
| **JOB TITLE** | **COMPANY** | **JOB DURATION** | **JOB DeSCRIPTION** |
| Customer Service Executive | SPORTYBET GHANA LIMITED | October 2022-Till date | Assist customers with all their queries via all support channels and giving the best customer experience. |
| Head of Receiving and Presorting and Transport (Logistics) | JUMIA GHANA – SORTING CENTER | June 2021 – January 2023 | Ensure all ordered items are sorted to the right delivery hub and transported to the delivery hubs on time. |
| Head of Customer Delivery | JUMIA GHANA | July 2020 – May 2021 | Supervise all team leads of delivery hub. Ensure SOPs are being followed and KPIs are met, and customer orders are delivered with SLAs. |
| Hub Manager | JUMIA GHANA | February 2019 – June 2020 | Manage one of the delivery hubs, Ensure dispatch riders and vans are on time and meeting delivery quota and giving customers the best delivery experience. |
| Customer Experience Agent | JUMIA GHANA | August 2018 – January 2019 | Attend to walk in customers at the delivery hub to pick up their orders. Resolve any issues they may have. |
| Customer Service Representative | JUMIA GHANA | June 2018 – July 2018 | Assist customers with all their queries via all support channels and giving the best customer experience. |
| Seller Support Associate | JUMIA GHANA | February 2018 – May 2018 | Attend to sellers/vendors to drop off orders of customers and endure they are exactly what was ordered by the customer. |
| Intern | JUMIA GHANA | September 2017 – January 2018 | Under study in all the various departments of the company to learn and understand all SOPs of every department. |
| Delivery Associate | JUMIA GHANA | May 2017 – August 2017 | Delivery agent operating a van carry orders of customers and delivering them at their homes and offices. |
| Customer Service Representative | MTN GHANA | February 2017-May 2017 | Assist customers with all their queries via all support channels and giving the best customer experience. |
| Sale Executive | Enterprise Life Insurance |  | Pitching and selling insurance covers to potential customers |
| Ballot Paper Issuer (Presidential) | GHANA ELECTORAL COMMISSION | 7th December 2016 | Issue presidential ballot papers to voters and counting the final votes at the polling station for collation of results. |
| Field Agent | National Service |  | National Waste Bin Distribution Program (NAWABIN). Collecting data for the program |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | |  | | | |
| ***Abilities and Competences***   * Good command of the English Language * Strong interpersonal and customer relationship skills * Excellent communication skills * Can work under little or no supervision * Insatiable quest for knowledge * Very good at working in a team * Results-oriented personality * Good in Microsoft Office * Skilled in IT – both Software and Hardware * Can Drive and have my drivers License   ***Key Personal Attributes***   * **Accountability:** Take responsibility for tasks and activities undertaken, with a high sense of integrity. * **Courage:** Innovative and determined to make things happen. * **Drive:** Energy and good passion to achieve quality and attain desired results. * **Leadership skills:** Able to inspire others to achieve organizational goals and objectives. * **Networking:** Team player, ever ready and willing to share information and support others * **Oneness:**  Always a member of great team of people and treat others with respect, regardless of status.   **LANGUAGES**   * English * Ga * Twi * Fante   ***Computer Literacy***  **PROFICIENCY LEVEL**   * **MICROSOFT EXCEL** **A** * **MICROSOFT POWER-POINT** **A** * **MICROSOFT WORD** **A** * **INTERNET USE/EXPLORATION A**   **Referees**  Mrs. Harriet Mason  Head of Pick-up Stations  Jumia Ghana, Accra.  Email:harriet.mason@jumia.com  Phone: +233 246035015  Mr Wisdom Ofori  Regional Manager  Jumia Ghana, Accra.  Email:wisdom.ofori@jumia.com  Phone: +233 248201298  Prof. J. Boachie-Ansah  Professor of Archaeology  Dept. of Archaeology and Heritage Studies  University of Ghana  Legon.  Phone: +233 542609962 | | | | |
|  | |  | | | |
|  | | | |
|  | | | |
|  |  | |  | | |
|  | | | |
|  |  | |  | | |
|  |  | |  | | |
|  |  | |  | | |
|  |  | |  | | |
|  | | | |
|  | | | |
|  | | | | |
|  | | | | |
|  | | | | |
|  | | | | |
|  | | | | |