CURRICULUM VITAE

Isaac nii Obuamah addy

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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***

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| **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***

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

 ***Work Experience***

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| **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 |

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| ***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 MasonHead of Pick-up StationsJumia Ghana, Accra.Email:harriet.mason@jumia.comPhone: +233 246035015Mr Wisdom Ofori Regional Manager Jumia Ghana, Accra.Email:wisdom.ofori@jumia.comPhone: +233 248201298Prof. J. Boachie-Ansah Professor of ArchaeologyDept. of Archaeology and Heritage StudiesUniversity of GhanaLegon.Phone: +233 542609962 |
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