

AGNES BREW

PROFESSIONAL SUMMARY

- Dedicated professional with demonstrated strengths in customer service, time management, and trend tracking.
 - Good at troubleshooting problems and building successful solutions.
 - Excellent verbal and written communicator with a strong background in cultivating positive relationships.
 - Personable relationship manager driving and maintaining client satisfaction.
 - Develops rapport and cultivates favorable partnerships through client engagement and strategic planning
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WORK HISTORY

Customer Service Advisor 04/2023 to 07/2023

Webhelp Ghana – Accra, Greater Accra

- Handled customer complaints and payment issues by using Adyen, providing appropriate solutions to guarantee positive outcomes
- Adhered strictly to policies and procedures for continued company compliance
- Participated in regular training to maintain up-to-date knowledge on company products and policies

Relationship Manager, 07/2021 to 02/2023

Enterprise Life Insurance Company - Accra, Greater Accra

- Develop marketing strategies to compete with other individuals or companies who sell insurance.
- Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
- Calculate premiums and establish payment method.
- Advised customers on product upgrades and rollouts.
- Perform administrative tasks, such as maintaining records and handling policy renewals.
- Interview prospective clients to obtain data about their financial resources, needs, and physical condition of person.
- Confer with clients to obtain and provide information when claims are made on a policy to be insured, and to discuss any existing coverage.

CONTACT

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SKILLS

- Client engagement
Relationship management
 - Service delivery
enhancements
 - Customer satisfaction
enhancement
 - Omni Channel
 - Prospecting
 - Insurance decisions
 - Salesforce
 - Retirement needs
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Sales and Marketing Consultant, 01/2018 to 07/2021**Ines Unravel Store - Accra, Greater Accra**

- Demonstrated first class customer service to enrich store's reputation within skincare industry.
- Managed customer queries using up-to-date and detailed knowledge of skincare products.
- Conducted market research to assess potential demand and determine optimal characteristics for products.
- Leveraged market and competitor data to identify market opportunities and gaps.
- Create and maintain customer database

Branch Manager, 10/2016 to 12/2017**West African Hardware and Decor Limited - Kumasi, Ashanti Region**

- Designed sales and service strategies to improve revenue and retention.
- Oversaw all aspects of branch management, including sales, revenue and policy enforcement.
- Directed and coordinated activities involving sales of manufactured products, services, commodities, real estate or other subject sale.
- Conferred with potential customers regarding product needs and advise customers on types of products to purchase.
- Planned and directed staffing, training, and performance evaluations to develop and control sales and service programs.
- Directed, coordinated, and reviewed activities in sales and service accounting and recordkeeping, and in receiving and shipping operations.

Volunteer Support Worker, 05/2016 to 09/2016**AMMREN - Accra, Greater Accra**

- Completed work schedules, managed calendars, and arranged appointments.
- Coordinated activities with other supervisory personnel.
- Maintained records pertaining to inventory, personnel, orders, supplies, or machine maintenance.
- Processed and prepared documents, such as business or government forms and expense reports.

Trainer, 04/2015 to 02/2016**BrainRX - Accra, Greater Accra**

- Taught socially acceptable behavior, employing techniques such as behavior modification or positive reinforcement.
- Prepared reports on students and activities as required by administration.
- Read books to entire classes or to small groups.
- Developed or implement strategies to meet the needs of

students with a variety of disabilities.

- Organized and supervise games or other recreational activities to promote physical, mental, or social development.

Customer Service Representative, 12/2012 to 01/2015
Multichoice Ghana Limited - Accra, Greater Accra

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Processed high-value payments with meticulous accuracy.
- Maintained compliant documentation on IBM for reliable company records.
- Adhered strictly to policies and procedures for continued company compliance.
- Participated in regular training to maintain up-to-date knowledge on company products and policies.

Records Assistant, 09/2010 to 08/2011
PRAAD - Accra, Greater Accra

- Organised archival records and developed classification systems to facilitate access to archival materials.
- Preserved records, documents, and objects, copying records to disk, or computer formats as necessary.
- Prepared archival records, such as document descriptions, to allow easy access to information.
- Researched and recorded the origins and historical significance of archival materials.
- Located new materials and direct their acquisition and display.

Intern, 08/2009 to 10/2009
SSNIT - Accra, Greater Accra

- Coordinated files, spreadsheets and reports for staff.
- Directed volunteers and employees engaged in cataloguing, designing exhibits and recording artefacts.
- Evaluated records for accuracy, value and status of preservation.
- Prepared materials for public access, including descriptive and contextual copywriting.

EDUCATION

Diploma, Archives Administration, 05/2012

University of Ghana - Accra, Greater Accra Region

Senior High, General Arts, 06/2006

Accra Girls' Senior High School - Accra

CERTIFICATIONS

- Leadership Course (WORK Q Free to Grow)
 - Customer Service, Basic Banking and Fraud Awareness
 - Skills Training, Business and Empowerment programme
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INTERESTS

- Cooking
 - Reading
 - Football
 - Volunteer work
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