



Bernard Nii Sackey

Customer Complaints Manager

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Languages

English (Native)

Twi (Native)

About

As a seasoned Brand Ambassador, I excel in promoting products for top UK retailers like Boots and Tesco. My dynamic retail experience includes driving sales through engaging customer interactions and successful marketing campaigns.

BRANDS WORKED WITH

N2O Limited

Stanbic Bank Ghana Limited

Dannex Pharmaceutical Company Limited

Ayrton drugs manufacturing Ltd

University of Westminster

Experience

● Brand Ambassador

N2O Limited | Oct 2023 - Now

- Engaging and advertising clients' products to customers at promotional events nationwide to encourage on-site and online sales.
- Co-run marketing campaigns for some of the UK's biggest retailers and brands, including Boots, Superdrug, and Tesco.

● Customer Complaints Manager

Stanbic Bank Ghana Limited | Nov 2021 - Apr 2023

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Handled over 50 calls per shift signing up customers, retrieving client data and presenting relevant product information.
- Spearheaded a team of 15 junior employees to liaise between external organizations and other internal departments such as fraud, IT, and HR to organize data and resolve issues to effectively manage over 700 customer accounts monthly.

● Human Resource Assistant

Dannex Pharmaceutical Company Limited | May 2019 - Oct 2019

- Managed and updated records for over 60 personnel, ensuring employee information was accurately stored in Microsoft Word and Excel for traceability compliance.
- Coordinated monthly payroll submissions by ensuring relevant instructions were added to payroll data and approved by Resource Manager before payroll cut off.

● Office Manager

Ayrton drugs manufacturing Ltd | May 2018 - Oct 2018

- Monitored office supplies inventory, promptly reordering low-stock items to prevent workflow disruptions.
- Performed various administrative functions and managed clerical needs of employees, including filing paperwork, file management, delivering posts, sorting packages, and bookkeeping.



● Residential Assistant Manager

University of Westminster | Sep 2023 - Jun 2024

Education & Training

2023 - 2024

● University of Westminster

Master of Arts,

