

Diana Agyemang

Always willing to learn,eager to develop personal skills in a practical setting.Able to relate well with others.

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Languages

English

About

Highly motivated and customer-focused individual with over 5 years of experience in providing exceptional customer service. Skilled in handling customer inquiries, complaints, and requests in a timely and professional manner.Proficient in using CRM systems, Microsoft Office, and other customer service tools.Able to relate well with other individuals, analyse problems and find suitable solutions in addition to being a good listener and active communicator.

BRANDS WORKED WITH

Coins export

KNUST Procurement Office

Multimedia Group (LuV Fm)

PRIVATE CARE LONDON

Procurement Office

Experience

● Customer Service Advisor

Coins export | Oct 2022 - Now

- Handled a high volume of customer inquiries, complaints, and requests via phone, email, and chat, with a 98% customer satisfaction rating.
- Provided accurate and timely information to customers regarding product features, pricing, and promotions.
- Resolved customer complaints and issues in a professional and courteous manner, resulting in a 25% decrease in customer complaints.
- Processed customer orders and returns, ensuring accuracy and timely delivery.
- Maintained customer records and updated customer information in the CRM system.
- Collaborated with cross-functional teams to improve customer service processes and procedures.

● SUPPORT WORKER

PRIVATE CARE LONDON | Sep 2022 - Mar 2023

- Administered medication to residents according to their care plans.
- Assisted with mobility and transferring residents using proper lifting techniques.
- Maintained a clean and safe living environment for residents.
- Collaborated with other healthcare professionals to provide comprehensive care to residents.
- Achieved a 98% satisfaction rating on resident satisfaction surveys.

● Contract Coordinator

KNUST Procurement Office | Dec 2021 - Sep 2022

- Drafted, reviewed, and negotiated contracts with suppliers, vendors, and customers, ensuring compliance with legal and regulatory requirements.
- Developed and maintained contract templates, ensuring consistency and accuracy across all contracts.
- Managed contract renewals, extensions, and terminations, ensuring timely and smooth transitions.
- Monitored contract performance and compliance, identifying and resolving issues in a timely and effective manner.
- Collaborated with cross-functional teams to ensure contract terms and conditions are met, and to resolve disputes and issues.
- Maintained accurate and up-to-date contract records in the contract management system



● Office Administrator

Procurement Office | Sep 2020 - Dec 2020

- Coordinated and managed export shipments to 20+ overseas customers, ensuring timely delivery and compliance with export regulations.
- Prepared and processed export documentation, including invoices, packing lists, and bills of lading, with 100% accuracy on aided apps such as Google Suite.
- Communicated with freight forwarders, shipping lines, and customs brokers to resolve issues and ensure customer satisfaction and also aimed at continuous improvement.
- Liaised with overseas customers to provide shipping information, answer queries, and increase sales by 20%.
- Utilizing a range of operational tools and systems to handle calls and log response activity, enabling effective incident management and keeping the delivery network running smoothly.

● Voice-over Artist

Multimedia Group (LuV Fm) | Jul 2019 - Sep 2019

Scope of Work:

- Worked with the Director
- Used different accents to create commercials, announcements and other roles.
- Carried out other auxiliary administrative duties assigned by supervisor.

Education & Training

2017 - 2020

● Kumasi Technical University

Bachelor's degree in Business Marketing,

2014 - 2017

● Kumasi Girls Senior Higher

GCSE in General Arts,