

LAWRENCIA SEFAKOR AMARTEY

SUMMARY

Have a keen interest to gain new knowledge and imbibe new skills in any field/ sector I find myself in.

Contributing my skills and own brand of passion and leadership to drive business and success.

Ability to prioritize tasks, work under pressure and be a team player.

EXPERIENCE

Administrator/Hostess: True Gamers Club & Restaurant, UAE | March 2024 to Present.

Key Responsibilities

- Welcoming customers and assigning them to game stations or tables
- Engaging with customers to ensure they are happy with the service and food served
- Ensuring customers maintain a responsible gaming practice.
- Ensuring all customers settle in comfortably by preparing and serving company accepted delicacies to customers whilst they game.

Business Operation Manager /Procurement Manager (Drugnet): Samospharma Limited, Ghana | February 2023 to February 2024.

Key Responsibilities

- Developing company policies and ensuring compliance.
- Improving business functionality to align with core business objectives.
- Tracking operational costs toward maintaining profit-margins.

Sales Executive/ Concierge: East Cantonment Pharmacy, Ghana | Feb. 2022 to Jan. 2023.

Key Responsibilities

- Responsible for serving customers and ensuring customer satisfaction.
- Preparing invoices for customers.
- Responsible for daily stocktaking of goods received.
- Resolving customer inquiries and complaints
- Meeting and exceeding weekly or monthly sales targets



CONTACT

Address:
UAE, Dubai

Phone:
+971 52 929 5604

Email:
laurenamarthey@gmail.com

LANGUAGES

English — Highly proficient in speaking and writing

OTHER INFORMATION

Reference:
Available on request

EXPERIENCE

Customer Liaison Officer: Concierge at Innovative Services Ltd, MIDA Access Project, Ghana | February. 2021 to September. 2021

Key Responsibilities

- N Coordinating office activities, operations and also performing administrative and clerical tasks
- Updating and managing database system.
- Handling vendor complaints and inquiries as well as conducting research data collection and analysis.
- Answering phone calls and delivering service to project vendors.

Call Centre Customer Representative: ISON BPO AirtelTigo, Ghana | August. 2019 to December

Key Responsibilities

- Call clients and customers to inform them about new products and services.
- Help to train new employees and inform them about the company's customer management policies.
- Provide feedback and reporting alarming customer complaints to my superiors.
- Guide callers through troubleshooting the company's site or using the products or services.

SKILLS HIGHLIGHTS

- | | |
|-----------------------------|--------------------------|
| • Good Communication skills | • Decision-making skills |
| • Result Oriented | • Time Management Skills |
| • Quick Learner | • Team player |
| • Problem-Solving skills | • Creative thinker |
| • Self-motivating | • Creative thinker |
| • Interpersonal skills | |

EDUCATION

BACHELOR OF SCIENCE IN ADMINISTRATION: Accounting Option, 2020 – University of Ghana

WASSCE: Business, 2012 – Corpus Christi Catholic School