

CURRICULUM VITAE

MAYFAIR ABRAFI

+233 (0) 543072333
Mabraf08@gmail.com
GW-1157-6856
New- Achimota - Accra, Ghana

SUMMARY

Detail-oriented and ambitious young lady looking to develop practical skills.

Possesses strong work ethic and aims to undertake a Master's Degree program in Forensics.

SKILLS AND COMPETENCIES

- Good written and oral communication
- Social media management
- People skills
- Flexibility
- Good team player
- Emotional intelligence

CAREER EXPERIENCE

April 2024 – present.

CSA

Concentrix

- Working as a customer service advisor for one of the best global online retail market

Nov. 2024 – Present.

Subject Matter Expert (SME)

- Working closely with other CSAs to provide good and efficient customer service to customers and meeting the client's expectations

Oct. 2023 – April 2024.

Volunteer

National Service Secretariat Head Office – Accra Ghana

- Worked with the call center department, attending to personnel issues

- Assisted the Executive Director

Nov. 2022 – Oct. 2023

National Service Personnel,

National Service Secretariat Head Office – Accra, Ghana

- Assisted the executive director

Oct. 2020 – April 2021

Reporter,

Radio Univers, University of Ghana – Accra, Ghana

- Assisted in the creation of news content for radio broadcast and publication on the Station's online portal
- Assisted in the implementation of the Station's social media strategy

EDUCATION

Aug. 2018 – Sept. 2022

B.A. Psychology and Linguistics,

University of Ghana – Legon, Ghana

VOLUNTEER EXPERIENCE

August 2019 – Feb. 2020

STL Amandi Foundation

LEADERSHIP

August 2021 – Sept.. 2022

Financial Secretary,

Asante Students Union, University of Ghana

REFEREES

Dr. (Alhaji) Abubakari Sidick Ahmed

Station Manager,
Radio Univers 105.7FM
Accra - Ghana
Mob: +233 (0) 26 488 9988
Email: sidick200@gmail.com

Linda Temah Yeboah

Editor
Radio Univers 105.7FM
Accra - Ghana
Mob: +233 (0) 244650610
Email: linndaboah@gmail.com