

OBED GYAN ENTSIWAH

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SUMMARY

An exuberant individual with 4 years of experience in Logistics and Freight operations with expertise in growing customer relations and effective management methods; primarily in the freight sector.

Experienced in Sales, Relationship Management and Customer service. Thoroughly detail-oriented with strong team leadership and collaboration skills; able to apply expert knowledge in best practices to complete high workload volumes in fast-paced environments.

AREAS OF EXPERTISE

- Sales
- Customer Service
- Freight Operations
- Relationship Management
- Data Entry

PROFESSIONAL EXPERIENCE

ARAMEX GHANA LIMITED, Accra: May 2022 – Present

Customer Management Team Executive (Marketing and Sales Department)

- Established new business and prospects to increase company revenue and profit.
- Negotiated Contracts and Packages
- Market and sell logistics services
- Freight pricing
- Customer relationship management and advisory services
- Develop and implement Sales and marketing strategies

TRANS-ATLANTIC CONTAINER LINES, Tema: January 2021 – April 2022

Operations Assistant

- Responsible for the monitoring of imported goods right from the seaport to the warehouse through to delivery points.
- Sorting of cargo by ownership and arranging door-to-door delivery to customers.
- Tracking of containers in transit to update clients.
- Maintained consistent communication and timely follow-up with customers and was available to customer's real-time needs.
- Effectively built long-term, productive, and mutually beneficial relationships with existing and new customers.

GHANA REVENUE AUTHORITY, Osu MTO: September 2019 – August 2020

Customer Service Executive, National Service

- Responsible for attending to taxpayers, and assisting with tax documentation in the filing of returns.
 - Generating tax identification numbers for taxpayers.
 - Engaged customers and educated them on tax-related issues.
 - Provided effective customer service for customers as and when they contacted the office for inquiries regarding taxation.
 - Vetting, filing, and lodging of returns
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UNIVERSITY OF EDUCATION, WINNEBA: June - August 2018

Communications & Media Department

- Largely responsible for the coverage of all conferences and campus-related events to produce newsworthy stories for publishing on the University's website and media outlets.
- Participated in meetings and seminars aimed at sharing research outcomes and building interdisciplinary collaboration within and outside the departments.
- Collected and analyzed appropriate data that contributed to the decision-making processes of the school.

ACADEMIC QUALIFICATIONS

GHANA INSTITUTE OF JOURNALISM, Accra
Arts (BA) Communication Studies

2015 – 2019 Bachelor of

RADIO PEACE TRAINING SCHOOL, Winneba
Certificate in Radio Production

MAY – AUGUST 2015

WINNEBA SECONDARY SCHOOL
WASSCE

2011 - 2014

UNCLE RICH BASIC SCHOOL
BECE

2008-2011

TRAINING / SEMINARS

ICT Directorate, University of Education, Winneba

June - August 2016

- Certificate in Computer training courses
Intermediate Microsoft Word, Intermediate Microsoft Excel, Intermediate
Microsoft PowerPoint, intermediate internet

LEADERSHIP EXPERIENCE

- ❖ Assistant Operations Manager (Trans-Atlantic Container Lines -Tema) –January 2021 –
March 2022
- ❖ House Prefect, Aggrey House (Winneba Secondary School) – 2014