

Sumah Davida Selasie

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Work Experience

Bboxx Ghana limited (4 months Contract)

Call Center Agent

September 2024 - December 2024

- Receiving calls from customers and assisting them on how to operate the product
- Calling customers to follow up on debts collection

Shopappy Logistics limited

Customer Service Personnel

December 2023 - August 2024

- Receiving calls from new and old clients concerning sales of products and enquires
- Calling customers and advertising products to them
- Calling customers to check up on them.
- Packaging customers' products and ensuring it gets to them

Assisi Foods Limited

Administrator

May 2022 - September 2023

- The use of Microsoft excel to Issued invoices, take inventory of all purchases made for other departments.
- Answered telephone calls, responding to queries, and replying to emails.
- Prepared daily reports of stock levels accordingly.
- Prepared expenses report and office budget.
- Issued invoices, receive payment and issue receipts accordingly.
- Systematically filed important company documents.
- Managed office supply and ordering new supplies as needed.
- Scheduled meetings, taking minutes, and filling them accordingly.
- Forwarded all correspondence, such as letters appropriately.

Bima Insurance

Tele Sales Associate

June 2021 - May 2022

- Calling customers on phone and educating them on insurance
- Selling BIMA's insurance policies to customers and convincing them to buy policies
- Assisting customers and solving their issues and finding their way around insurance policies.

Ghana Revenue Authority May 2020 to June 2021

Compliance Officer

- Going out on the field to make sure taxpayers are compliant.
- Educating taxpayers on compliance issues and updates on G.R.A policies.
- Calling taxpayers on issues of bounced Cheques.
- Helping taxpayers daily in and around the office on how to pay tax.
- Assisting colleagues to prepare tax clearance certificates.
- Preparing and recording of tax credit certificates.

Secretary

- Answering calls, taking messages from taxpayers
- Receiving letters
- Maintain diaries and arranging such as; monthly reports, incoming memos, outgoing memos
- Typing, Preparing and collating Reports

- Creating cases (tax clearance certificate, withholding tax, suspension of business, submission of tax credit) Closing cases
- Writing Tax clearance Certificate

37 Military Hospital

Public Health Personnel July 2019 to September 2019

- Educating nursing mothers on the health of the child.
- Visiting and encouraging pregnant women and teenagers at the wards.
- Ensure a neat and conducive environment for patients in general.
- Outdoor public education on general health issues and preventive measures.

Education

Bachelor of Arts (Social Sciences)

University of Cape Coast - Cape Coast

August 2016 - May 2020

IPMC

Database management

June –Nov. 2015

West African Senior School Certificate Examination

Unity International College - Accra

November 2015

West African Senior School Certificate Examination

Adonten Senior High School - Aburi

September 2011 - May 2014

Seminars

War Against Poor Sanitation

2019

Reference

1. Mr. Moses Vanivar Chief
Executive Officer
Shoppapy Logistics Limited
Accra, Ghana
Tel.: +233 54 638 0576
1. Mr. Michael Asante Public
Health Division
37 Military Hospital
Accra, Ghana
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2. Mrs. Baaba Oduro Boateng
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3. Mr. Richard Ajago Administration
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