**Doris Asare**

**BSC (Hons.) Mass Media & Society**

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| **Profile** | |
|  | 1. Birth date: November 2nd 1975. I was born in Ghana and grew up in Gothenburg, Sweden. 2. Attended further education in London, UK 3. My interests range from travelling, exploring international culture & food, film & TV production, music, literature to athletics & football. I enjoy spending time with family and hosting friends.   **OBJECTIVE**   * I am passionate about working with clients & being part of an organisation with an established brand & admired culture. Would like to find an exciting and challenging role where I can develop further and contribute to success. * With a continued passion for success I can alter my skills to support mentoring and collaboration to leadership in succeeding company goals and customer satisfaction.  1. Not afraid to challenge the status quo to support improvements or to fill gaps but do this with sensitivity to existing situation and individuals involved resulting in successful and sustained change management. |
| **professional experience** | |
|  | **Sept 2005 – Sept 2012**  **Cisco Systems, London, UK**  **Customer Service Operations Programme Mgr.**   * Led and developed the functions within Order Management in Cisco’s service logistics organization. * Multiple Project Management by use of DMAIC * Survey Monkey operational management * Managed multiple teams at senior level with overall responsibility for KPI’s in sales, customer retention/ acquisition, first contact resolution and customer service levels. * Was responsible for sales of support services to Cisco’s partners in EMEAR. * Involved in handling high levels of escalations initiated by vendors, customers & partners. Involved in process implementation & project handling. * Provided internal & external support in resolving complex logistical customer issues. * Logistical and operational manager to support all functions * Maintained positive and stable relationship to our partners. * Introduced and managed roll-outs of new programs. * External and internal customer presentations. * Liaised closely with internal teams such as Customer Service, Manufacturing, the Demo Depot, and Account Teams. * Recruitment, Management and Development of teams * Provided on the job training and mentoring to new colleagues and subordinates. * Co-ordinated training schedules, coaching, motivational campaigns and team dynamics * Managed a team of approximately ten team members including performance reviews, hiring process, and continuous development.   **March 2005– Sept 2005 (temp assignment)**  **LEBARA LTD, London, UK**  **Customer Service Manager.**   * Established and oversee the customer service department for this newly established Telecommunications/Calling Card Company. * Development of existing business * Cross/up sell of new revenue streams * Add value via developing trusted and consultative relationship with client * Responsible for ensuring all functions were performed in the most efficient and professional manner possible and continuously looked for opportunities to improve the working procedures to optimize the services directives in support of our customers. * Seen as an expert and first point of contact in multi-channel contact centre initiatives by Client * Managed a group of twenty customer services assistants. * Interpreted our sales and performance results and feed back to senior management. * Performed inbound and outbound calling to international customers who had complaints or queries on our calling cards and mobile products. * Dealt with large volume of inbound calls. * Ownership of our outsourced call center in India.   **Oct 2001 – Feb 2005**  **MCI WORLDCOM (Verizon), Reading, UK**  **Senior Customer Technical Support Analyst.**   * In charge of a small team of Technical Support Analysts. * Established new working solutions in fault reporting & logging of IP/ Voice & data technical issues. * Involved assisting Scandinavian, UK & other European clients in logging of circuit faults, liaised with engineers & to update customers of fault progress by utilizing my language, communication, negotiation & interpersonal skills. * Simultaneously used eight different software databases to fault find and fix. * Team management required assisting in interviews, assessments, candidate selection, and appraisal writing. * Optimization of work procedures. * Preparation for ISO audits. * Led the preparations for outsourcing of the functions and documenting processes and drive the implementation.   **Dec 2000 – Sept 2001** COMPAQ COMPUTERS LTD. Dublin, IrelandCustomer Service Specialist  * Helpdesk Analyst. Following the successful completion of an independent IT technical support-training course. * Responsibilities were to Assist Scandinavian clients with their PC technical faults & queries. * First line diagnostics using tools such as telnet, ping, trace route & troubleshooting TCP/IP. * Dealt with complex issues over the telephone, relied on my quality listening & spoken skills. * Assisted customers with service matters as well as taking care of general customer queries and escalations. * Responsible for highlighting areas for improvement. * Daily reporting/ problem solving/ initiatives to meet SLA’s/ KPI’s * Brain storming for future campaigns/ re-application of best practice     **March 1998 – Nov 2000**  **ROYAL BANK OF SCOTLAND, LONDON, UK**  **Customer Sales Advisor**   * Retail Bank; Contracts, financials, billings, budgets, ROI’s, Solutions developments and quotations * Provided clients with an efficient, responsive & a professional service. * Management of client complaints by offering suitable products to their needs. * Client relationship establishment & management * Contributed to the daily achievement of branch & individual sales targets. * Promoted to Branch Sales Champion - responsible for monitoring & implementing new business ideas. * Revenue was generated through sales; i.e. sale of loans, credit cards, mortgages, savings, insurances & new bank accounts by cold calling existing clients and attracting new ones. * Gained in depth experience by meeting face to face with clients to match & assess them for the various products. * Lead generation /Daily reporting/ Brain storming for future sales campaigns/ re-application of best practice   **Sept 1997– Feb 1998**  **SITEL UK CORPORATION, LONDON, UK**  **Business Development Manager**   * Strategic planning to maximize sales via all channels/ campaigns * Managing sales, volume and distribution targets for all campaigns, divisions and categories. * Management of client expectations/ strategic plans, suggesting and implementing CI projects, SLA development in support of brand competitive edge and LTV of customer base. * Performed direct marketing, tele-registration, credit checking * Retention campaigns – multiple accounts * Data Led Solutions/ Lead generation for multiple Asian based companies * Direct sales promotion over the telephone or by use of various marketing & sales strategies. * Brain storming for future campaigns/ re-application of best practice * Clients included Cable & Wireless, ONE2ONE, Texas - Utilities, American Express, Nintendo, PPP Health Care & Labour Government Party. |
| **Education AND additional training** | |
|  | **2000 -2012 Cisco Systems, London**   * Courses attended at Cisco: Personal Impact; High-Impact Communication, Dealing with Conflict, Baseline Management; Leadership In Action; Remote Management; Negotiation Skills for Project Managers, Fierce Conversations - Achieving Success at Work, Diversity and Inclusion   **2001– 2005 MCI WorldCom - Reading**   * Basic Managerial Principles in Recruiting, Interview skillset, Interpersonal & Presentation skills.   **2000 PERFECTFIT London /Dublin,**   * A+ Certified Technical Support Training Hardware Components, Printers & printing, MS Windows NT 4.0, Installation & Troubleshooting, Workshop practices, Motherboards, Networks, Software Applications, MS-DOS.   **1994 – 1997 LONDON UNIVERSITY OF SOUTH BANK, UK**   * BSc. Hon. Mass Media & Society   **1991 -1994 LUNDBY GYMNASIET, Sweden**   * A-levels Business Studies & Economics   **1991 Ryaskolan, Sweden**   * 10 O`Levels (including Maths and English) |
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| **Other skills** | |
|  | Twi – mother tongue  Swedish – mother tongue.  English – fluent.  Norwegian and Danish - full understanding of the written and verbal language.  French and German - basic  Microsoft Office.  Extensive experience in giving presentations. trained in recruitment methodologies, interview techniques |

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| **Keyword Summary** | |
|  | * Word Perfect, Excel, PowerPoint, Visio, Access, MS Windows, WWW, Outlook, Networking, Oracle applications, Business Objects * Communication skills, Listening skills, excellent written skills, quality orientation, negotiation skills, * Interpersonal skills, Diplomatic handling skills, persuasiveness, Information gathering skills. Interview techniques, Adaptability, Time efficient, Ambitious, Success oriented, Results oriented, Superb people orientation * Organised, Energetic, Independent, Team work abilities, Positive, Competition driven, Analytical, Tenacious, Forward thinker, Quick learner, Presentation skills, Leadership abilities, Sales- driven, Confidence, Energetic, and Business Focused. * A proactive attitude, customer driven focus, information gathering skills, unique problem solving & initiative & adaptability. |
| **Activities** | |
|  | * I support & voluntarily assist charity organisations such as children in need, red nose day & peace and love orphanage. * Currently establishing my own NGO in the area of youth development for excellence. * I partake in personal development by online tutorials. In my spare time I research my field of interest & extensively surf the internet |

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| **References** Upon request | |
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