

JERRY N. ASHIE

CUSTOMER SERVICE EXECUTIVE



CONTACT

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ABU DHABI, UAE

EDUCATION

Bachelor's degree
Bluecrest University College
2015 - 2019

BSc. Information Technology
GPA 3.17/4.0

KEY SKILLS

Superior Phone Etiquette
Professional Communication
Organizational Skills
Documentation Tools
Microsoft Office Suite
CRM Systems
Team Collaboration

ADDITIONAL INFORMATION

Languages: Native English

Own VISA

Availability: Immediate

Adaptable to dynamic work environments

Strong commitment to continuous improvement

SUMMARY

Highly organized and customer-focused professional with a proven ability to provide exceptional reception, intake, and administrative support. Experience in managing patient inquiries, providing accurate information, and ensuring a positive and efficient experience. Adept at handling multiple responsibilities under pressure while maintaining composure and delivering outstanding service. Eager to contribute to a patient-focused environment and leverage strong interpersonal skills to support the smooth operation of a medical office.

PROFESSIONAL EXPERIENCE

IT SOLUTIONS SPECIALIST

COMPUGHANA, Accra, Ghana | 2021 – 2023

- Managed front-line communication with clients, ensuring professional and efficient service.
- Coordinated with 20+ stakeholders to resolve inquiries and concerns.
- Demonstrated excellence in multi-tasking while maintaining service quality.
- Utilized MS Office suite for administrative tasks and reporting

Client Relations Officer

Stanbic Bank, Accra Ghana | 2019 – 2021

- Provided first-point-of-contact support for banking clients.
- Managed multiple communication channels including phone and email.
- Maintained accurate records of all client interactions.
- Collaborated with various departments to resolve client inquiries.

Customer Success Specialist

Publicis One, Accra Ghana | 2016 – 2017

- Demonstrated strong problem-solving abilities in high-pressure situations.
- Coordinated effectively with team members to ensure service quality.
- Maintained organized documentation system for customer interactions
- Conducted regular business reviews with key accounts, identifying opportunities for improvement and ensuring customer satisfaction.