

CINDY MANTEBEA MANTE

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CAREER OBJECTIVE

Motivated and dedicated professional with strong interpersonal, communication, and customer service skills. Passionate about contributing to organizational growth while developing professionally in a dynamic work environment. Committed to excellence, teamwork, and delivering value through effective communication, sales, and client relationship management.

RELEVANT EXPERIENCE

Sales and Marketing Specialist – Enamelle Company, Accra (Jan 2026 – Aug 2026)

- Drive sales initiatives and marketing campaigns to increase customer reach and revenue.
- Manage and oversee the company's social media platforms, creating engaging content to enhance brand visibility and customer engagement.
- Engage clients professionally to promote products and services.
- Support customer relationship management strategies to maintain client satisfaction and loyalty.
- Assist in developing promotional strategies to grow the company's online presence and customer base.
- Collaborate with team members to achieve organizational sales targets.

Customer Service Representative – RJAY Building Solutions, Accra (May 2025 – Dec 2025)

- Handled customer inquiries, complaints, and requests via phone, email, and in-person interactions.
- Provided professional support to clients, ensuring high customer satisfaction and loyalty.
- Maintained accurate records of customer interactions, transactions, and feedback.
- Collaborated with team members and management to improve service delivery.
- Promoted company services/products and supported sales initiatives where needed.

Client Acquisition Consultant – Reseni Research, Accra (Sep 2024 – Dec 2024)

- Prospected and generated leads through cold calls, cold emails, and networking.
- Successfully closed business deals and onboarded new clients and businesses.
- Engaged prospective clients through direct selling and leveraged partner/internal leads.
- Evaluated client needs before transferring them to Project Managers.
- Maintained long-term client relationships.
- Developed strategies to expand the customer base.

- Delivered sales presentations and progress reports.
- Reviewed client-facing documents for accuracy and consistency.

National Service Personnel – Teaching Assistant – Ada Foah Senior High School (Nov 2023 – May 2024)

- Supported classroom instruction and student engagement.
- Provided tutoring and personalized academic assistance.

Intern – Quality Control Department – Entrance Pharmaceuticals and Research Centre, Spintex Accra (Oct 2022 – Dec 2022)

- Gained hands-on laboratory experience in quality control processes.
- Practiced documentation and regulatory compliance standards.

EDUCATION

- BSc Industrial Chemistry – University of Cape Coast, Ghana (2019 – 2023)
- WASSCE – General Science – St. Roses Senior High School, Akwatia (2015 – 2018)

UNDERGRADUATE PROJECT

Production of Cassava Bread Using Cassava Flour

- Evaluated cassava flour as a wheat alternative.
- Analyzed moisture, starch, acidity, HCN, and nutrition.
- Executed full production and baking procedures.
- Demonstrated cassava flour's cost-effective, gluten-free potential.

SKILLS

- Excellent Communication Skills
- Customer Service & Client Relations
- Call Center Support
- Cold Calling & Lead Generation
- Sales and Marketing
- Social Media Management
- Content Creation
- Digital Marketing
- Brand Promotion

- Customer Engagement
- Microsoft Office Suite
- Canva Design
- Basic MATLAB Knowledge
- Organization and Planning
- Time Management
- Teamwork and Adaptability

CERTIFICATIONS & AWARDS

- Completion Certificate in Industrial Chemistry – University of Cape Coast
- WASSCE & BECE Certificates
- Bills Burts Literature Excellence Award

LANGUAGES

- English
- Twi

REFERENCES

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Production Chemist, Phytotec Limited

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