

SAMUEL AMANKWAH-DARKWAH
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PROFESSIONAL SUMMARY

Versatile professional with 4+ years of experience in customer service delivery, marketing, and administrative roles. Proficient in communication, analytics, negotiation, relationship cultivation, and marketing. Strong track record of excelling in time management and multitasking. Demonstrated adaptability, strong work ethic, and receptiveness to coaching. Adept at cross-functional collaboration with strong attention to detail. Seeking to leverage expertise in dynamic customer service environments.

EDUCATION

Accra Technical University – Accra, Ghana
Higher National Diploma (HND) in Marketing

August 2018 – September 2025

Adonten Senior High School – Aburi, Ghana
Business (WASSCE)

September 2011 – June 2014

WORK EXPERIENCE

Junior Associate

March 2026 to date

Sica Insurance and Financial Services Ltd - Spintex Road, Accra.

- Generate leads, prepare quotes and present options to prospective clients.
- Prepare, review and submit insurance applications, endorsements and renewals.
- Respond to clients inquiries about coverage, billing and claims.
- Process premium payments, follow up on overdue accounts and reconcile billing discrepancies.

Customer Service Associate

June 2023 - September 2025

Concentrix Ghana Ltd – Ridge, Accra.

- Managed 90+ daily inbound/outbound calls, emails and chats with 95% resolution rate.
- Digitally processed customer requests/orders using CRM systems, ensuring 98% accuracy in data entry.
- Recognized for maintaining professionalism during peak service periods.
- Analyzed customer data to resolve escalated complaints, improving satisfaction scores by 35%.

Relationship Officer

August 2022 - February 2023

Sinapi Aba Savings and Loans Ltd – Adum, Kumasi

- Generated new customer leads through multichannel outreach, expanding client base by 5%.
- Achieved 104% of monthly sales targets through proactive business development.
- Resolved 50+ client queries weekly via personalized engagement strategies.

- Successfully cross-sold financial products to 8% of existing customers.

Account Assistant

September 2021 - July 2022

Tain District Hospital – Nsawkaw, Bono

- Processed patient payments and bank deposits worth GHC150,000+ monthly.
- Prepared departmental financial reports using Excel, reducing reconciliation errors by 25%
- Maintained expense tracking systems for audit compliance.

Assistant Manager

September 2014 - August 2018

Rijumin Ventures – North Kaneshie, Accra.

- Responsible for the day-to-day operations.
- Managed end-to-end logistics for product distribution to 15+ clients.
- Grew social media engagement by 40% by acquiring 15+ new monthly customers.

SKILLS

- Customer Relationship Management (CRM).
- Excellent written and oral communication skills.
- Financial Reporting and data entry accuracy.
- Team leadership and multitasking.
- Social media marketing and cross selling.

REFERENCES

- Ms. Shynelle Kissi, Operations Manager, Sica Insurance & Financial Services Ltd, +1(860) 313 8663.
 - Ms. Francisca Boahemaa, Human Resource Officer, Concentrix Ghana Limited, +233 54 515 1373.
 - Mr. Romeo K Anyim, Senior Supervising Account Officer, Tain District Hospital, +233 24 995 9565.
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