**[Supply Chain Customer Service](https://www.postjobfree.com/resume/ad0ed0/supply-chain-customer-bloomfield-nj)**

**Location:**Bloomfield, NJ

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**Resume:**

Priscilla Safoah Amoako pris.amoako15@gmail.com

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Summary Of Qualifications

Enthusiastic professional with 10+ years of experience in customer service, logistics, and supply-chain as well as outstanding education (attending Michigan State University – Master in Supply Chain Management and completion of a Bachelor of Science from Central University College). Skilled in leading a successful and productive team. Experienced in developing innovative and creative solutions to problems and quickly grasping new ideas and concepts. Under significant pressure, proven ability to perform effectively to meet the tightest of deadlines. Committed to customer service and enhancing logistics and supply chain operations by creating a high-level of operations management, cost reduction, and resolution to issues. Equipped with an excellent work ethic and strong sense of responsibility and leadership to deliver results that are measurable and optimal.

Professional Experience

Senior Product Support Specialist, Middle East & Africa with Region with DANZAS Corporation at DHL Global Forwarding- From March 4th 2022 -Till Date

Reporting and updating to the MEA team on Air and Ocean Freight shipments

Spot Quotes

Escalating on pending issues

Arranging meetings

Mails and Calls internally and external

DHL Global Forwarding Newark, NJ

Customer Service Representative / Imports Specialist 2016 –2022

Was responsible for various sectors, such as: oil and energy, tech, engineering and manufacturing, aid and relief, and others. Continuously grew significant market share for warehousing business both open and bonded warehousing. Improved logistical service and volumes, which were delivered to customers.

Sent weekly KPI report to internal and external customers, and followed up on pickups and deliveries.

Updated data using DHL CW1, tracked/traced shipments, and sent quotations and arrival notices to clients.

Identified opportunities for improvement. Executed solutions to improve efficiency and business processes.

Utilized analytical skills to make objective decisions. Led in initiating monthly customer review meetings.

Applied communication skills to convey safety information. Enforced and adhered to safety procedures.

Consistently resolved account issues, and ensured the highest levels of customer service and satisfaction.

Provided innovative support to complex customer questions or concerns about their scheduled deliveries.

Led by developing, implementing, and monitoring programs to efficiently maximize customer satisfaction.

Implemented effective and timely resolutions with internal and external customers to accomplish goals.

Used interpersonal skills to relate well with people with diverse attributes and cultures. Effectively communicated with customer accounts on numerous issues and to made sure loads arrived on time.

DHL Global Forwarding Ghana

National Service Representative / Executive Assistant 2011 – 2015

Reported directly to the country manager while organizing executive meetings and business trips with internal and external customers. Experienced in following up on deadlines and business opportunities.

Assisted with overall maintenance of the organization and its offices, and coached and educated all employees on administrative policies and procedures. Supervised efficient cost-saving mechanisms.

Coordinated the processing and renewal of all documents with authorities. Researched, priced, and purchased all requisitions for supplies (company equipment’s, furniture, and necessary stationery etc.).

Managed all administrative need relating to staff requisitions and benefits, company’s equipment infrastructure, external coordination, resource management, and entire compound and staff security.

Demonstrated ability in events management and planning, general office administration (procurement, business process analysis, HR developmental support), logistics planning, and supply chain operations.

Organized and maintained calendars, facilitated meetings and conferences, coordinated travel itineraries, screened incoming correspondence, and created as well as managed outgoing client correspondence.

Integrated Legal Consultants Ghana

Paralegal 2010 – 2011

Assisted lawyers with company registration, land documentation, client registration, and meeting minutes.

Carried out legal research, prepared briefs, and led in filing and records keeping and writing reports.

Experienced in responding to emails as well as planning, organizing and setting up client appointments.

Used organizational skills to ensure timely and accurate preparation, review, and submission of documents.

Worked well as an administrator for busy employees by creating an office culture of team accountability.

Teletel Limited Ghana

Sales Representative 2005 – 2007

Consistently provided support, created visibility, measured performance, and enabled improvement for sales, operations, and top-level management. Sent updated weekly reports using Excel to management.

Experienced in following up with all customer requests (many were potential new sales opportunities).

Utilized sales expertise in supporting sales teams to expand the business and to gain new customers.

Provided continuous service and support to all levels of the sales staff. Trained new personnel in effective selling, account control, marketing techniques, customer service protocols, and product lines.

Worked accounts in a fast-paced and sales-focused environment while being exceptionally organized.

Collaborated closely with operations managers to service customers and to exceed profitability goals.

Built relationships by ensuring high levels of customer satisfaction through sales and customer service.

Assisted customers via the selling of custom solutions. Obtained new customers through account referrals.

Education

Michigan State University East Lansing, MI

Master in Supply Chain Management (USA) August 2019 – Present

DHL Global Forwarding Newark, NJ

MEA Talent Training (Dubai) October 2016

Customer Service Training (Ghana) July 2015

Health and Safety Training (Ghana) May 2013

Expo Ghana

German Expo Training (Ghana) November 2016

Central University College Ghana

Bachelor of Science 2007 – 2010

City & Guilds United Kingdom

Traveling and Tourism Diploma (UK) June 2009

Genesee Community College Batavia, NY

Public Speaking Training (USA) September 2003

Languages

English, Twi, GA

Computer Skills

Microsoft Office (Word, Excel, PowerPoint, Outlook)

References

Pramod Bagalwadi

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