

# Appiagyei Okyere Afriyie

## CUSTOMER SUPPORT MANAGER, DISPATCHER, SALES MANAGER

🔄 20 жовтня 2020 📍 Місто: [Київ](#)

Вік: 33 роки

Режим роботи: повний робочий день, вільний графік роботи, віддалена робота

Категорії: IT, WEB фахівці, Офісний персонал, Торівля, продажі, закупівлі

[Увійдіть](#) або [зареєструйтеся](#) на сайті як роботодавець, щоб бачити контактну інформацію.

### Опис

#### Professional Experience

- Work Experience

#### Customer support specialist- IQ Option Software-Remote position

##### September 2018 - December 2019

Answering incoming chats, tickets, and emails from English-speaking users.

Assisting customers and resolving any issues related to company services.

Asking people from other departments for assistance if you realize you aren't able to resolve the issue on your own.

Stand at the frontline for technical support

Face all kinds of questions from the store clients over the live chat, Help Desk, and phone

Gather required information from clients and escalate issues to other internal resources according to the predefined process as required

Create and maintain documentation of modules.

#### Dispatcher-Global Express Company-Kiev, Ukraine.

##### February 2017 - September 2018

-Ensuring a smooth and timely freight process flow.

-Ensuring accurate and timely data entry into our operational system.

-Tracking and Tracing domestic (US) shipments.

- Ensuring the delivery of freight and timely clearance when applicable.

-Assisting in loading/unloading trucks, ability or

- Interacting with customers and arranging their shipments to meet customers' service standards.

- Contributing and maintaining good relationships with suppliers. - Meet compliance at all times.

- Network communications, timely responses to emails and requests.

#### Sales/Project Manager for Capital Global financial Company- Kiev, Ukraine.

**March 2016 - January 2017**

Answering Calls, Taking Messages And Handling Correspondence

Maintaining Diaries And Arranging Appointments

Typing, Preparing And Collating Reports

Filing

Organizing And Servicing Meetings (Producing Agendas And Taking Minutes)

Managing Databases

Prioritizing Workloads

Implementing New Procedures And Administrative Systems

**Teacher at Royal Academy**

Presenting Lessons In A Comprehensive Manner And Use Visual/Audio Means To Facilitate Learning

Providing Individualized Instruction To Each Student By Promoting Interactive Learning

Creating And Distributing Educational Content

**Dietician at Empat Caiquio Medical Centre**

Working as part of a team & involved in providing a very high standard of specialist dietetic services in the community to patients & careers. Helping to translate the science of nutrition into everyday understandable information about food.

Provide in-patient and outpatient diethery services

Consult with clinician and other health personnel to determine nutritional needs and diet restrictions for clients/patients.

Assess patients' nutritional status and screen for potential risks in a timely manner.

Plan and implement appropriate therapeutic diets for clients/patients

Formulate menus for therapeutic diets based on medical and physical condition of clients/patients.

Monitor patients' response to the daily nutrient intake making appropriate recommendations for nutritional intervention when necessary.