

## SARATU IBRAHIM ADJAOTOR

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### SUMMARY

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Detail-oriented and highly organized virtual assistant with over two years of experience in customer service as a call center representative. Proven expertise in managing schedules, coordinating communications, and streamlining office operations through technology. Achieved 85% success increased team efficiency and successfully managed over eighty-two thousand applicants into learners. I am eager to contribute by leveraging my skills to enhance team productivity, improve workflows, and ensure smooth daily operations.

### EDUCATION

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ALX Arica-Accra, Ghana	February - April,2024
<ul style="list-style-type: none"><li>AI Career Essentials</li></ul>	
ALX Africa-Accra, Ghana	February - May,2023.
<ul style="list-style-type: none"><li>Salesforce Administrator</li></ul>	
ALX Africa- Accra, Ghana	May – August 2022.
<ul style="list-style-type: none"><li>Certified in virtual assistant.</li></ul>	
Adjena Senior High Technical School	2016-2019
<ul style="list-style-type: none"><li>General Art</li></ul>	

### SKILLS

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Google Suits | Canva | Slack | Calendar Management | Zoom | Scheduling | Content Creation | ChatGPT | Data Entry | Problem Solving | Confidentiality | Attention To Detail | Communication | Social Media Management | Adaptability | Team Player | Time Management | Trello | Researching and Reporting.

### WORK EXPERIENCE

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ALX-Ghana Team Call Center Representative; Accra Ghana	March-August, 2023.
<ul style="list-style-type: none"><li>Handled Two hundred daily outbound and inbound calls, chats, and emails from potential learners, provided information, resolved issues, and converted 80 percent into successful applicants.</li><li>Analyzed and presented daily reports on work progress and applicant interactions for company growth and idea development.</li></ul>	

- Cooperated with team members and achieved a target of converting three thousand applicants into learners within three months.

Sand Technologies  
Data Mapper and Business Development Fellow

September-December. 2023

- Gathered, analyzed, and reported detailed information on over seventy job opportunities, requirements, and company culture, as well as two job vacancies for candidates of the Sandtech talent pool from company visits.
- Collected and processed employer market data to provide valuable insights to internal stakeholders.
- Facilitated communication between employers and management through email, calls, and WhatsApp for seamless communication.

Pant's Hub  
Social Media Manager

2021-2024

- Created, curated, and managed all published content (images, videos, written posts) to ensure brand consistency and engagement with target audiences.
- Monitored and responded to social media inquiries, comments, and reviews in a timely and professional manner to maintain a positive brand reputation

## **VOLUNTEERING (optional)**

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ALX-Ghana Team  
Job Opportunity Chaperone

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- Researched and analyzed job openings for the alx Ghana community fellows to help with easy access to job openings.

Yamuds Enterprise  
Personal assistant

2021-2023

- Researched and analyzed reports.
- Data entry and editing files