

# MARY MAGDALENE SIDEMEHO

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## PERSONAL INFORMATION

Date of Birth: 22nd July 1992  
Nationality: Ghanaian  
Marital Status: Single

## OBJECTIVE

To work in an environment where my educational knowledge and my abilities will be recognized to the maximum preferably in corporate communications, marketing, customer service and public relations.

## EDUCATION

### **African University College of Communications, Greater Accra .**

August 2017- June 2020  
BA. Communication Studies (Strategic Communications)

### **Breman Asikuma Senior High School, Central Region.**

September 2008 – July 2012

### **Bishop McCalla Junior High School, Central Region .**

November 2000 – April 2008

### **Thunderbird School of Global Management (online)**

2021-2022  
Global Entrepreneurship and Innovation Virtual Bootcamp

## WORK EXPERIENCE

### **PREMIUM AFRICAN TEXTILES, VLISCOGH**

November 2012 – October 2015

#### **Customer Service Representative**

Provided accurate information about promotions, customer programs and product helping driving high customer retention

Delivered exceptional customer service by leveraging extensive knowledge of product and services and creating welcoming positive experiences.

Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.

### **STYLISTA GHANA LIMITED/VLISCO GH**

November 2015 - August 2020

#### **Customer Service Representative**

Handling customer complaints

Tracking customer KPIs and metrics

Answering phone calls, messages and emails, responding to customers questions and complains.

## WORK EXPERIENCE

### **NATIONAL YOUTH AUTHORITY**

August 2020 – March 2022

#### **Public Relations Department**

- Assisted in report writing for various programs organized by the authority.
- Generated prospective concepts for youth development for the authority.
- Collaborate with internal teams and maintain open communication with senior management
- Managing PR issues, prepare and submit PR report, organizing PR events (e.g. open days, press conferences)

**Volunteered at the National Youth Authority under the National Youth Volunteer Program (NYVP) at the Youth Connekt Africa 2021 in Ghana..**

**Volunteered with STRATCOM AFRICA for their read and right program - 1 month.**

#### **Language**

English

#### **Skills and Interest**

Excellent verbal skills and as well as excellent interpersonal relationship and ethical values.

A team player with both large and small groups.

Self-motivated and persistent.

## REFERENCES

Mr. Archibald Donkoh,  
Director, Programmes and Operations, National Youth Authority(Head Office) .  
Tel. +233 (0) 43203419

Mr Frank Amewugah  
Head,Departments of Language Arts .  
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