



# JOSEPH B. MENSAH



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## EDUCATION

### ESERVICES ACADEMY

CONTACT CENTER OPERATIONS  
Feb 2017 - Mar 2017

### BRITISH COUNCIL

BUSINESS PROCESS OUTSOURCING  
Aug 2016 — Sep 2016

### KINBU SENIOR HIGH SCHOOL

WASSCE CERTIFICATE IN GENERAL ARTS  
Feb 2013 — Apr 2016

## SKILLS

EXPERT EXCEL/GSHEETS USER

PROJECT MANAGEMENT

WORKFORCE MANAGEMENT

REPORTING ANALYTICS

DATA AUTOMATION

CALL CENTER TECHNOLOGY

HUBSPOT CRM

COMMUNICATION SKILL

GOOGLE DOCS, SHEETS & SLIDES

## CERTIFICATE

BUSINESS PROCESS OUTSOURCING

CUSTOMER SERVICE

MICROSOFT POWER BI DAX

HUMAN RESOURCES MANAGEMENT

## ABOUT ME

Joseph Mensah, a versatile Workforce Analyst and data problem-solver. With over 4 years of experience in contact center operations and workforce planning, I've honed my skills in reporting analytics and team optimization. Beyond the traditional office, I thrive in remote environments, actively engaging on platforms like Upwork and Excel Chat.

I solve a range of data-related challenges for diverse clients, showcasing my adaptability, integrity, and strong communication skills. My dual expertise in structured corporate roles and flexible online platforms exemplifies my commitment to delivering excellence in every project I undertake.

## JOB EXPERIENCE

### SENIOR WORKFORCE ANALYST

2023-Present

*Buwelo Africa Limited*

Managed offshore projects, staff planning, and created various productivity and scheduling reports.

### OPERATIONS SUPPORT OFFICER

2022 -2023

*Buwelo Africa Limited*

Handled procurement, project planning, and facility management.

### WORKFORCE REPORTING ANALYST

2019 -2021

*Eservices Africa Limited*

Managed time-related employee requests, oversaw payroll processing, coordinated with vendors, and contributed to strategic planning while maintaining Excel reports and schedules.

### CUSTOMER SUPPORT EXECUTIVE

2018 -2019

*Eservices Africa Limited*

Led the sales team, resolved team conflicts, updated customer payment information, conducted training sessions, and maintained customer databases.

### CUSTOMER SERVICE REPRESENTATIVE

2017 -2018

*Eservices Africa Limited*

Maintained customer data, enhanced team performance, and managed customer interaction tracking in CMS.

## REFERENCES

References will be given upon request.