

# Angela Maabena Twum

## Details

### Email

angelamtwum@gmail.com

## Links

linkedin

## Skills

### Data Analysis



### Microsoft Excel



### Sales



### Onboarding



### Compliance Requirements



### Operations



### Customer Service



### Business Development



### Business To Business



### Management



## Languages

English

## Profile

A highly organized and self-motivated business professional with experience in business development and operations within the fintech industry. Proven ability to design and implement strategic plans to expand customer bases and enhance market presence. Demonstrates strong proficiency in Microsoft Excel, data analysis, organizational skills, and administrative support. Skilled in building and maintaining robust, long-term customer relationships and managing key accounts effectively.

## Employment History

### Business Development Intern, Pavelon.com

Jan 2022 – Present

- Design and implement a strategic business plan that expands the company's customer base and ensures its strong presence
- Present sales, revenue and expenses reports and realistic forecasts to the management team
- Identify emerging markets and market shifts while being fully aware of new products and competition status
- Achieve growth and hit sales targets
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
- Give market feedback to the product team regarding Bolt for Business solutions

### Operations Intern, Bosea Technology Limited

Jan 2021 – Present 📍 Accra

- Assisted in the daily operations of the lending platform, ensuring smooth and efficient processes.
- Supported the development and implementation of operational policies and procedures.
- Collaborated with the customer service team to resolve client issues and improve customer satisfaction.
- Assisted in the onboarding process for new clients, ensuring all necessary documentation and compliance requirements were met.

## Education

### University of Professional Studies, Accra, Bachelor of Accounting

Aug 2020 – Jun 2024

### Winneba Senior High School, High School Diploma, Business, Management, Marketing, and Related Support Services

Jan 2012 – Jan 2015