

REGINA APPIAGYEI FORDJOUR

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OBJECTIVE

Compassionate and dedicated professional with a strong background in customer relations and technology training for visually impaired individuals. Passionate about empowering others through adaptive technology and looking to leverage my skills and experience in a role that supports disability inclusion.

PROFESSIONAL EXPERIENCE

Salesperson and Customer Relations Representative

Reuters Home Use Appliances

October 2019 – November 2022

- Increased customer satisfaction and sales by leveraging strong communication and problem-solving skills to address client needs.
- Utilized assistive technology to efficiently manage sales records, handle high-volume phone calls, and provide excellent customer service.
- Demonstrated ability to multitask in a fast-paced environment while maintaining a keen focus on customer retention and building long-term relationships.

Visually Impaired Computer Trainer and Instructor

Regina's Vision Tech

December 2022 – May 2024

- Led training programs for 10 visually impaired individuals, successfully teaching them how to use screen readers (JAWS, NVDA) and adaptive technology.
- Provided comprehensive instruction in Microsoft Office tools, email management, and internet navigation.

- Counseled and supported individuals in overcoming technology challenges, facilitating job placements for several trainees.
- Demonstrated expertise in accessibility, empowering others to use technology for personal and professional growth.

EDUCATION AND CERTIFICATIONS

Entrepreneurship Certificate

Ghana Enterprise Agency

High School Diploma

Prince of Peace Girls' Senior High School, Kumasi, Ghana

Assistive technology certificate

Ghana blind union, Adabraka, Accra

SKILLS

- Proficient in screen reader technology (JAWS, NVDA)
- Strong communication and interpersonal skills
- Customer service excellence
- Training and mentoring individuals with disabilities
- Business management and financial planning
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)

VOLUNTEERING AND ADVOCACY

- Actively involved in initiatives promoting disability inclusion and technology accessibility for visually impaired individuals.
- Provides voluntary training and counseling services to empower others in the community.