



SHADRACKNKRUMAH

PROFESSIONAL SUMMARY

To join a global brand that will assist me to grow in my career on my personal and professional front. To develop and motivate a team of associates to deliver personalized service and unique touch points that will translate into higher returns. Usually work regular business hours but may work longer hours, evenings and weekends to get job done, or work on call.

SKILLS

- Excellent communication skills
- Leadership
- Flexible and Adaptable to changes
- SOFTWARE SKILLS
- MS Word
- Highly Organized and Accurate
- MS Excel
- Guest relations
- MS PowerPoint
- Service recovery
- Report writing
- Team building
- Strong problem solver
- Knowledge in micros and opera

WORK HISTORY

November 2016 - April 2023

Modul University- Office Clerk, Dubai, UAE

- Handling incoming calls and other communications
- Managing filing system
- Updating paperwork, maintaining documents and word processing
- Aiding with client reception as needed
- Experience as a virtual assistant
- Supporting with set up for events and activities taking place on campus including F&B



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Dubai, UAE 00000



05/06/1989



Ghana



www.shadrack.net



Shadrack nkrumah

EDUCATION

HIGHFIELD AWARDING
BODY FOR COMPLIANCE
Has successfully passed
an assessment in
Emergency First Aid at
work

RYA TRAINING
POWERBOAT LEVEL2 :
DRIVER LICENSE POWER
BOAT HANDLING

XCLUSIVE SEA SCHOOL,
MARNI , UAE Dubai , UAE

DUBAI , June 2019

1 (FIRE SAFETY
TRAINING): LEVEL 1(FIRE
SAFETY TRAINING)
**CONQUER TRAINING
AND DEVELOPMENT
CENTRE LLC** , Has
completed Training
course in Firefighting &
Safety, UAE Dubai ,
March 2018

Higher National
Diploma(HND): Statistic
2008 To 2011 (3 Years
Program)

**Board for Professional
and Technical
Examination(NABPTEX,**
Ghana Cape Coast
Polytechnic University,
Ghana , GHANA , July
2011

- Creating, maintaining, and entering information into databases
- Monitoring and reporting on ordering office and pantry supplies
- Making and serving tea and coffee to guests and managers
- Filling documents as per the department requirement.
- Assisted with payroll operations, tracking time cards and verifying hours for office employees.
- Added new data and notes to project and resource tracking spreadsheets.

July 2014 - January 2016

Al Mallah Group- Waiter, Sharjah, UAE

- Clean and polishes glassware, china ware, hollowware and flatware
- Maintains cleanliness at working station and service pantry for smooth operation
- Obtains request items from the storeroom
- Follows correct sequences of service outlined in the standard operating manual
- Keeps general appearance and maintenance of restaurant working areas
- Processed cash and card payments promptly, minimising customer waiting times and enabling swift table turnarounds.
- Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport.

January 2012 - January 2013

Shop Right- Sales Person, Johannesburg, South Africa

- Welcoming customers to the shop and assisting with purchase decision
- Arranging the products as per merchandising standards
- Serving and advising customers
- Processing payments
- Helping customers to find goods they wanted
- Giving information on products and prices.
- Identified discrepancies in stocks through regular inventory management.
- Helped customers obtain specialised help for refunds and exchanges.

January 2010 - January 2012

Akoto Risk Management Limited- Insurance Sales Promoter,
Kumasi , Ghana

- Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing accounts
- Confer with clients to obtain and provide information when claims are made on a policy
- Contact underwriter and submit forms to obtain binder coverage
- Informed current and potential customers about product updates, special offers and new products.
- Used product and service knowledge to guide customer decision-making.
- Recorded contact details of potential clients to build customer database for future outreach.
- Used social media ads to promote events and sell tickets to interested attendees.
- Increased social media user engagement by [Number]% through content creation.

January 2006 - January 2007

Top Herbal Clinic- Customer Service Representative, Kumasi ,
Ghana

- Answered customer enquiries or passed them on to the appropriate department
- Sold products and took orders
- Took information from customers and entered it on a database
- Gave information and helped to solve customer problems
- Took payments by cash, cheque or credit card.
- Assisted customers with varying questions using product knowledge and service expertise.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Processed high-value payments with meticulous accuracy.
- Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.

CERTIFICATIONS