



A performance-driven Customer Service Assistant with extensive experience in performing diverse administrative functions to support the daily operations of a professional office setting. Equipped with a proven track record of meticulously supporting customers and clientele, maintaining records, filing documents, resolving simple/complex issues and multitasking in a fast-paced environment. Demonstrates an unmatched ability to manage multiple customer data/information while exhibiting a high degree of discretion to assert confidentiality while assisting customers/clientele.

## MICHAEL ASHONG

### Phone:

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### Skillset

- MS Office Suite
- Analytic approach to problem solving
- Innovative.
- Service and customer focused.
- Attention to detail and Team player.
- Time management.
- Strong written/oral communication.
- Communication and Interpersonal skills.
- Telephone skills
- Professionalism
- Excellent Organizational and Administrative skills.
- Data management, Record keeping and maintenance

### Strengths

- Optimistic
- Fast learner
- Punctuality
- Fast decision making
- Hardworking
- Energetic

### Weaknesses

- Straightforward
- Impatient
- Talkative
- I cannot say no when asked for work related help.

### Experience

08/2021 to 11/2021

#### **Janitor - Dussmann Gulf LLC, Dubai.**

- Worked as a hospital custodian in the Operating Theatre
- Cleaned and organized administrative offices
- Cleaned and organized theatre machines
- Kept daily inventory of cleaning machines, tools and supplies.
- Assisted with basic clerical duties.

07/2021 to 08/2021

#### **Warehouse Assistant – iMile Warehouse, Dubai.**

- Provided assistance to warehouse staff in completing their tasks.
- Segregated and arranged outgoing and incoming merchandise in their allocated places.
- Unloaded merchandise, received by scanning their barcodes into the database system and segregated them by shipping location.

05/2018 to 02/2021

#### **Data Entry Operator – National Identification Authority, Ghana.**

- Capturing data from sorted client forms into the national identification database.
- Reviewed data for errors and correcting discrepancies.
- Copying, scanning and storing of documents.
- Assisted fellow data entry with technical issues.
- Assisted with office management and clerical duties

### Education

#### **June-Dec, 2013 – Certificate, Banking Practice:**

Chartered Institute of Bankers, Ghana

#### **2004-2005 – Diploma, Statistics and Book-keeping**

Institute of Commercial Management (ICM), UK.

#### **May-September, 2002 - Diploma, Computer Hardware, Micro-Technology and Networking.**

Institute of Computer Studies and Services (ICSS-Omari), Ghana.

#### **May-September, 2002 – Certificate, Microsoft office Suite:**

Institute of Computer Studies and Services (ICSS-Omari), Ghana.

#### **2000 - High School Certificate - Kings College, Lagos.**