**CAREER SUMMARY**I am a professional, experienced individual with flawless vision, proactive ability and unmatched drive with extensive background seeking a suitable role in a multi-national corporate organization. I am also dedicated, diligent while helping the organization to meet its goals.

**PROFESSIONAL EXPERIENCES**

**LLC-Dubai, UAE 16/03/2015 - Present**

**Clerk** **Typist  
Responsibilities:**

* Perform clerical duties.
* Collate pages of reports and other documents prepared.
* Type correspondence, reports, text and other written material from rough drafts, corrected copies, voice recordings, dictation or previous versions, using a computer, word processor.
* File and store completed documents on computer hard drive or disk, and/or maintain a computer filing system to store, retrieve, update and delete documents.
* Check completed work for spelling, grammar, punctuation, and format.
* Keep records of work performed.
* Work with technical material, preparing statistical reports, planning and typing statistical tables, and combining and rearranging material from different sources.

**Ghana Limited-Tema, Ghana 2014 – 2015**

**IT Help Desk Specialist / Customer Service  
Responsibilities:**

* Ensured and provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
* Responded to queries either in person or over the phone.
* Maintained daily performance of computer systems.
* Walked customer through problem-solving process.
* Installed, modified, and repair computer hardware and software.
* Diagnosed programs to resolve problems.
* Resolved technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
* Installed computer peripherals for users.
* Followed up with customers to ensure issue has been resolved.

**Limited-Tema, Ghana 2011 – 2013**

**Admin Assistant  
Responsibilities:**

* Provided general administrative and clerical support including mailing, scanning, faxing and copying to management.
* Maintained electronic and hard copy filing system.
* Performed data entry and scan documents.
* Assisted in resolving any administrative problems.
* Answered and directed incoming calls.
* Prepared and modified documents including correspondence, reports, drafts, memos and emails.

**Complex, Ghana 2008 – 2010**

**Admin Assistant**

**Responsibilities:**

* Answered and directed phone calls.
* Organized and scheduled meetings and appointments.
* Produced and distributed correspondence memos, letters, faxes and forms.
* Assisted in the preparation of regularly scheduled reports.
* Developed and maintained a filing system.
* Ordered office supplies.
* Submitted and reconciled expense reports.

**EDUCATIONAL BACKGROUND**

Advanced Professional in Hardware & NetworkingEngineering (MCSE) **01/2011 – 07/2011  
Intercom Programming & Manufacturing Company (IPMC)**

Hardware &Networking Engineering (HNQP) **10-/2009 – 04/2010**

**Intercom Programming & Manufacturing Company (IPMC)**

Information Technology Qualified Professional (ITQP) **05/2008 – 10/2008  
Intercom Programming & Manufacturing Company (IPMC)**

Chemu Senior High School **10/2004 – 06/2007**  
**(West African Secondary School Certificate Examination)**

**PERSONAL INFORMATION**

Date of Birth : 14th February, 1990  
Nationality : Ghanaian  
Visa Status : Employment Visa  
Language : English

**PROFESSIONAL COMPETENCES**

* **Communication skills –** Strong interpersonal, oral, written and effective presentation skills; working with team members in a multi-national and multi-cultural fast-paced environment.
* **Customer service –** Engage and develop customer relations, driving new business and customer retention. Manage and respond to customer queries, complaints and feedback.
* **IT skills** – Advanced in Microsoft Office, Software’s, Hardware & Networking, Security & Proficient in Linux Administration

**First Name of Application CV No :** **1695936**

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