**PRINCE**



◆Nationality: Ghanaian

◆Visa Status: Employment (UAE Residence Visa)

◆Language: Native English Speaker (IELTS Test Report Form of Overall Band Score of 6.5[CEFR Level: B2])

# PROFESSIONAL SUMMARY

Experienced customer service Personnel with full-time sales, Logistic and Information technology background and a Professional committed to maintaining cutting edge technical skills and up-to-date industry knowledge.

# SKILLS

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| --- | --- |
| * Point of Sale systems expertise * Knowledge of SAP * Staff Training * Record-keeping expertise * Sales Assessment, determining client needs, Sales account creation, and closing sales. * Vendor sourcing * Quick learner, Reliable, Team player, and Multi-tasking professional * Orders and Distribution Management * Electronic surveillance * Investigations and documentation * Background in supervision and management * Report creation and analysis * Customer Service oriented with strong client relations * Call Center expertise | * Project Management * Proficiency in Microsoft Office Suite especially Spreadsheets and Microsoft PowerPoint. * Strong cross - cultural communication and sensitivity * Superior time management skills * Stock and inventory control * Logistic management * Strong I.T Knowledge * Strong Sales and motivational skills. |

# WORK HISTORY

**CCTV / Licensed Security Officer (54 working hours per week)**, 11/2017 to Current

**Hemaya Security Service** – Abu Dhabi, Prestige Tower 17, UAE

**Sites Worked: Sharjah Immigration, Majestic Tower, Taw-Jeeh and Taqyeem, department of Transport,**

**Family Court, Federal Court, FGP Tower, ECC Camp, Al Bustan Hospital, STS Adverti, Red Crescent, Federal Authority for Identity and Citizenship – Emirates ID Office @ Al Ghubaibah.**

* Monitored security camera system day and night to protect lives and property at reception or control room in the headquarters of Hemaya Security Service Control room and Taw-Jeeh (MOHRE), Sharjah, U.A.E.
* Conducted tickets issuance and customer support at the reception.
* Operated detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas and also responded to calls in both routine and emergency situations.
* Monitored and authorized entrance and departure of vehicles, cargo trucks, and visitors.
* Wrote incident reports on property damage, theft, presence of unauthorized persons and unusual occurrences.
* Prevented crimes through careful observation and investigation of suspicious and unusual behavior.
* Collected and organized all surveillance data and information to protect client possessions and workspaces.
* Maintained accurate and detailed logs of all events that occurred during each shift of all my site I have been to.
* Processed and logged accurate and detailed incident reports.
* Checked all baggage using X-ray machines and metal detectors.
* Directed guests around the building and answered questions regarding accessibility.
* Performed surveillance of suspects using digital camera.
* Enforced General Services Administration (GSA) policies by anticipating potential security breaches.
* Screened or checked all passengers and employees for unauthorized alcohol, weapons and contraband.
* Knowledge of Fire Alarm control system, Public Addressing system, and Access control systems.

**IT Administrative Officer (45 working hours per week)**, 07/2016 to 08/2017

**Tafo Government Hospital:** – Tafo, Kumasi, Ashanti - Region, Ghana

* Implemented and maintained firewalls, series switches, and security appliances.
* Completed remote repairs involving software solutions, and hardware repairs.
* Troubleshoot and maintained all networking devices, and infrastructure including switches, routers and firewalls.
* Increased annual revenue by 50% by recommending improvements in efficiency in the records department.
* Reviewed files, records and other documents to obtain information and respond to requests.
* Matched purchase orders with invoices and recorded the necessary information.
* Mapped current processes and offered recommendations to management for improvement.
* Worked directly with all departments, clients, management to achieve quality service delivery and safety.
* Implemented marketing strategies using technology innovative ideas which resulted in 12% growth of customer base.
* Developed a new process for employee evaluation which resulted in marked performance improvements during our implemented project in the facility.
* Demonstrated professionalism and courtesy with customers at all times.
* Developed an IT reputation as an efficient service provider with high levels of accuracy.

**Customer Service / Compliance Associate (40 working hours per week)**, 10/2013 to 08/2014

**Social Security and National Insurance Trust** – Asafo, Kumasi, Ghana

* Assisted occasionally in Educating potential clients on insurance options and conducting biometric registrations. Plus evaluated the accuracy and quality of data entered into the agency management system.
* Followed up with customers on unresolved issues and addressed an average of 250 customer inquiries and complaints each week in order to resolve misunderstandings.
* Assisted in the distribution of monthly account statements using E-mails and text messages to over 5000 contributors in bulk in order to create customer satisfaction, thus building Clients Confidence in governments’ social security.

**IT Manager (45 working hours per week)**, 08/2015 to 12/2015

**Ghana Health Service (Regional Health Directorate)** – Kumasi, Adum, Ghana

* Modeled exceptional customer service skills and appropriate troubleshooting techniques.
* Set up staff workstations with PCs, Macs, phones and laptops and also trained all staff.
* Delivered on-site IT and AV technical support for senior staffs.
* Maintained audio-visual equipment, including overhead projectors, laptops, and video conferencing equipment.
* Documented all server and network problems and other unusual events in detail.
* Implemented and maintained firewalls, series switches, and security appliances.
* Incorporated feedback and recommendations from other staff members when modifying software.
* Defined security requirements for computer systems, including workstations and personal computers.

**Warehouse and Distribution Manager (45 working hours per week)**, 07/2012 to 07/2015

**Donna Resa Logistics Limited** – Kumasi, Ashanti, Ghana

* Addresses departmental complaints and quickly resolves employee concerns.
* Conducted people management, budget management, and transportation operations too.
* Ensure timely servicing of warehouse vehicles.
* Ensure timely processing of Delivery orders, Goods Receipt Vouchers, and Stock Transfer Notes.
* Ensuring the safety and security of the stock in the warehouse via CCTV mobile monitoring and control.
* Ensure timely delivery of the customers’ orders to enhance the sales and growth of the company
* Develop new customers by liaising with area sales
* Continuous improvement & optimization of assets
* Site performance (cost/utilization)
* New and existing customer management

# EDUCATION

* **Master of Science**: Information Technology, 10-2014 to 11 - 2016

**Sikkim Manipal University** - Mumbai, India

* **Bachelor of Science**: Information Technology, 08-2009 to 07 - 2013

**Kwame Nkrumah University of Science and Technology (KNUST)** - Kumasi, Ashanti - Region, Ghana

* **Diploma**: Customer Service and Human resource management, 10-2010 to 12 - 2014

**Institute of commercial management** - Bournemouth, England

# LICENSE AND CERTIFICATION

* **Training Certificate**: Level 3 Certificate in Close Protection, 10-2019

H.E.P International – Dubai, United Arab Emirates.

* **Training certificate**: BSG Annual coarse Renewal, 06-2019

National Security Institute – Abu Dhabi, United Arab Emirates.

* **Training certificate**: BSG/CCTV coarse, 05-2018

National Security Institute – Abu Dhabi, United Arab Emirates.

# CONTACTS

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