

***Emmanuel***



***Professional Summary***

A certified Human Resource Personnel/ Customer Relations Officer who goes above and beyond basic administrative tasks and takes on multiple projects at once. Excellent work ethic and strength in boosting company morale.



***Work History***

**Cleopatra Group Of Companies** - **Customer Relations Officer / Senior Operations Officer**

Dubai, United Arab Emirates, United Arab Emirates *01/2017 - 02/2019*

* Answered average of 40 calls, emails and faxes per day, addressing customer inquiries, solving problems and providing new product information.
* Coordinated and tracked materials movements to and from customers by liaising with shipping companies.
* Promoted available products and services to customers during service, account management and order calls.
* Maintained strong reputation of efficiency and accuracy, earning numerous recommendations from satisfied customers.
* Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
* Enhanced operational efficiency and reduced labor expenses by developing and optimizing standard practices.
* Oversaw 25 labor staff to mentor on operations activities and boost productivity.

**Municipal Assembly** - **Assistant Administrator** Teshie-Estates , Greater Accra Region *10/2015 - 12/2016*

* Tracked expenses, processed invoices and completed other related accounting tasks.
* Documented all communication between relevant stakeholders such as vendors, departments and customers.
* Evaluated correspondence, contracts and other business documentation for accuracy.
* Maintained digital databases, physical files and area logs.

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***Skills***

* Team building
* Administrative support specialist
* Excellent communication skills
* Critical thinker
* Remuneration and benefits
* Knowledge of human resource laws
* Advanced clerical knowledge
* Social media knowledge
* Excellent planner and coordinator
* Filing and data archiving
* Customer service-orientated
* Flexible

***Education***

2013

**University Of Ghana, Legon**

Accra, Greater Accra Region

**Bachelor of Science**: Business

Administration

* Graduation Score : Second Class Upper Honours
* Coursework in Effects of workforce Diversity On organisational Performance
* Documented patient information obtained from interviews.
* Provided educational support services to students with emotional, intellectual and physical disabilities.
* Implemented necessary changes based on evaluation of staffing requirements and floor assignments.
* Served as liaison between families, school personnel and other healthcare providers on behalf of students.

**Ghana National Petroleum Corporation** - **National Service (Industrial Training)**

Accra, Ghana, Ghana

*09/2013 - 08/2014*

* Filing of documents and Correspondence
* Facilitating the preparation of Payment Vouchers
* Planned and coordinated logistics and materials for board meetings, committee meetings and staff events.
* Ordered and distributed office supplies while adhering to a fixed office budget.
* Answered and managed incoming and outgoing calls while recording accurate messages.
* Compiled annual recommendations for end of fiscal year budgets.
* Coordinated board and committee meetings, including schedules and information preparation and distribution.
* Completed documentation and reports for business records.
* Shadowed senior team members to learn all related jobs.



***Affiliations***

Society Of Human Resource Management Professional (SHRM)



***Additional Information***

Interest in Sports, Writing Novels , Travel



***Reading, Site Seeing, Sports, Exercising***

I love to visit places of Interest and explore on nature and Life on the whole, I used to play Sports at the High School Level but i have not been really involved in playing recently, I had rather catch a game and exercise my legs on specific days of the week. Reading to me is a joy unspeakable, nothing is much more important to me than personal development and Reading makes me grow and be knowledgeable in all fields of interest

* Member of Human Resource Student Association
* Elected to President for Human Resource Management Association in 2012-2013
* Majored in Human Resource Management



2018

**Svarna Training Institute**

Al Fahidi 2

**Certificate In Human Resource Management Professional(CHRMP)**:

Human Resource Management Professional

* Coursework in organisational behaviour, remuneration, industrial relations and recruitment
* Emphasis on Recruitment and Placement
* Emphasis on Employee Relations and Customer Relations Management
* Graduation Score : A

2019

**Adams College-(Online Study)**

Wem, England

HR, Bookkeeping And Payroll

Management

***Certifications***

* Certified Human Resource Management professional
* Certified Customer Relations Officer

