

## ALFRED ACQUAH

@ alfredacquah23@gmail.com

+971524344782

United Arab Emirates,Dubai.



### OBJECTIVE

Passionate about improving the quality of people's lifestyle through unsurpassed care and service. Seeking to leverage my experience and studies of communication to empower customers within a people driven organization like integra to achieve their goals. Demonstrate exceptional communication and relationship building skills and encourages team collaboration in a dependable and consistent manner. Committed to the delivery of high service standards with dedications to providing solutions, handling complaints, and solving problems. Looking forward to make significant contributions with your company that offers genuine opportunity for progression and enhance my skills.

### EXPERIENCE

March  
2021 -  
Present

#### **DULSCO L.L.C**

Airport loader/baggage handler

- Responsible for sorting luggages by flight number.
- Responsible for loading baggage from conveyor belts to unit load devices
- Assisting in the transport of loaded trolleys of sorted baggage to appropriate areas of distribution.
- Responsible for reporting damaged baggage to supervisor and ensuring cleanliness of the work area.

September  
2022 -  
December  
2022

#### **Sharjah international airport**

Internship as passenger ground service

- Used active listening skills to understand customer needs and provide them with accurate feedback.
- Acted as ambassador for the airline by greeting passengers with smile and offered assistance during their stay at the airport.
- Assisted passengers with check in, baggage claim and boarding process.
- Maintained security by following airline safety procedures including luggage policies.

July 2016  
-  
September  
2019

#### **Wangkang Ghana ceramics**

Warehouse assistant

- Taking stock records.
- Pallets Jack operations.
- Loading and unloading trucks either with forklift or other methods.
- Provided accurate reports on team performance to senior management.

### EDUCATION

2023

**Continuing professional development institution**  
Customer care skills and telephone etiquette

2022

**Blue ocean academy**

IATA airport ramp service and passenger ground service

2015

**Methodist senior high school**

General Arts

## SKILLS

- Customer service
- Complaint resolution
- Team collaboration
- Time management
- Call centre operations
- Phone etiquette
- Typing skills
- Organizational skills
- Listening skills
- Greeting and communication

## LANGUAGES

- Fluent English speaking
- Ghanaian language