



# Ernest Edem Kwami Abotsi

## OBJECTIVE

To obtain a challenging position in my dream company to expand my experience and skills and work towards the overall growth of the organisation. To get new experience as well as utilize my communication and interpersonal skills to work towards organisational goals.

## CONTACT

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📍 **DUBAI - UAE**

## PERSONAL DETAILS

Nationality : Indian  
Marital status : Single  
Passport No. : G4428377  
Date of expiry : 25/09/2033  
Visa status : Visit Visa

## EDUCATION

Ghana Water Training Institute  
High School Certificate

## LANGUAGES

English

## SKILLS

- Excellent English writing & speaking skills
- Strong understanding of financial regulations and compliance
- Exceptional client relationship management
- Proficient in multitasking and meeting tight deadlines
- Ability to work evenings & weekends as per schedule / shift rotation
- Strong problem – solving & creative solution development
- IT Expert

## WORK EXPERIENCE

### SUPERMARKET ATTENDANT

**Accra Mall – Ghana -**

**3 years**

#### Duties & Responsibilities

- Stacking the shelves and display areas, including fridges and freezers. Making sure that stock is rotated — putting goods with the earliest sell-by dates to the front.
- Cleaning the shelves and keeping stock neat and tidy.
- Helping customers with any queries, including showing them where items are.
- Bag, box or parcel purchases for customers or for shipment or delivery to customers
- Carry customers' purchases to parking lot and pack in vehicles
- Unpack products received by store and count, weigh or sort items
- Use barcode scanning equipment to record incoming stock, verify pricing and maintain computerized stock inventory Price items using stamp or stickers according to price list
- Attach protective devices to products to protect against shoplifting
- Fill mail orders from warehouse stock
- Obtain articles for customers from shelf or stockroom
- Direct customers to location of articles sought
- May sweep aisles, dust display racks and perform other general cleaning duties

### CUSTOMER SUPPORT ASSISTANT

**Ghana Water Ltd.**

**5 years**

- Acted as the first point of contact for clients via live chats, calls, and support emails.
- Ensured all communications adhered to financial regulations, prioritizing compliance.
- Took full ownership of client experience and support, providing tailored solutions.
- Trained to provide comprehensive support while maintaining regulatory compliance.
- Managed client complaints and inquiries by coordinating with operations, product, and marketing teams.
- Ensured timely closure of open tickets within approved SLAs.
- Identified and implemented new ways to improve process efficiency and client onboarding.
- Provided regular updates and performance reports to management.
- Successfully multitasked and met tight deadlines in a fast-paced environment.

#### Declaration:

I hereby declare that the above – mentioned information is true and I bear the responsibility for the correctness of the above – mentioned particulars.