



# ABDULKARIM IBRAHIM WADRAGU

Highly motivated and results-oriented professional with over 8 years of experience in customer service, operations management, and fitness training. Proven ability to develop and implement creative solutions, manage diverse teams, and achieve business objectives. Possesses a strong work ethic, excellent communication skills, and a passion for exceeding customer expectations. Educated in cross-cultural business practices and intercultural issues.

## PERSONAL

- Name**  
Abdulkarim Ibrahim Wadrugu
- Address**  
UAE-Dubai  
00000 Dubai
- Phone number**  
+971589110013
- Email**  
wadraguibrahim@gmail.com
- Gender**  
Male
- Nationality**  
Ghana
- Driving license**  
UAE - Light Motor Vehicles
- LinkedIn**  
Abdulkarim Wadrugu

## INTERESTS

- Reading
- Workout
- Gaming and solving puzzles
- Learning languages
- Computer programming

## LANGUAGES

- English ★ ★ ★ ★
- French ★ ★ ★ ★
- Spanish ★ ★ ★
- Arabic ★ ★



## WORK EXPERIENCE

- 2020 - Present**  
**Operations Supervisor**  
[Transguard, UAE - Dubai Airport](#)
  - \*. Supervise workloads, schedule, tasks and other related functions.
  - \*. Maintain and manage all databases relating to transportation and ramp activities.
  - \*. Ensure compliance of safety standards in transportation
  - \*. Oversees the operations of ramps at airports, directing the loading and unloading of cargo or baggage into the aircraft, ensure the ramp is functioning properly, and check to make sure staffs complies with all airport and government regulations.
  - \*. Ensure compliance of safety standards.
- 2017 - 2019**  
**Customer Service Agent**  
[Aryana Hotel \( 5Star \), UAE - Sharjah](#)
  - \*. Assist guests with check-in and check-out procedures, ensuring a smooth and efficient process, provide accurate information about hotel facilities, services and local attractions.
  - \*. Collaborate with the concierge team to assist guests with travel arrangements, dining reservations, and other requests.
  - \*. Uphold the highest standards of customer service and hospitality.
- 2015 - 2017**  
**Sales Agent**  
[Delta Airlines, Ghana - Accra](#)

Assists customers with information about flights, schedules and product.

  - Lead Generation \* Prospecting \* Sales Negotiation \* Customer Relationship Management \* Communication (written & verbal) \* Presentation Skills \* Target Achievement \* Cold Calling \* Account Management.
- 2014 - 2015**  
**Cargo Agent**  
[Aviance Ghana Limited, Ghana - Tema](#)
  - \*. Skilled in cargo loading and unloading as well as securing shipments with straps and/or other securing devices.
  - \*. Proficient in using cargo tracking systems to monitor and report progress of shipments.
  - \*. Experienced in determining freight charges, taxes and other associated fees.
  - \*. Proven ability to work in a fast-paced environment and handle multiple tasks simultaneously.
  - \*. Successfully managed the paperwork and documentation required for international cargo transport.



## EDUCATION AND QUALIFICATIONS

- 2010 - 2014**  
**Diploma in Civil Engineering - Building and Construction**  
[Takoradi Technical University, Ghana - Takoradi](#)

2012 - 2013	<b>Computer science</b> Oxford Academy, Ghana - Takoradi
2022 - 2022	<b>Certificate Course, Fundamental Of Dangerous Goods Handling ( CAT 8 )</b> Dnata Training Center, UAE - Dubai
2022 - 2022	<b>Certificate course, General Security Awareness Training</b> Dnata Training Center, UAE - Dubai
2022 - 2022	<b>Certificate Course, Dnata Airport Operation Safety</b> Dnata Training Center, UAE - Dubai
2023 - 2023	<b>Diploma Level 3 - Personal Training</b> Leaders Fitness Academy, UAE - Dubai



## REFERENCES

References available on request.



## SKILLS

Time Management	★ ★ ★ ★ ★
Team work	★ ★ ★ ★ ★
Conflict Resolution	★ ★ ★ ★ ★
Customer Satisfaction	★ ★ ★ ★ ★
Effective Communication	★ ★ ★ ★ ★
Leadership	★ ★ ★ ★ ★