



DORCAS
AYISI
CUSTOMER SERVICE

Al Riqqa, Dubai, 00000, United Arab Emirates
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ABOUT ME

Results-oriented Customer Service Expert with proven success in resolving customer complaints and driving guest loyalty. Exceptional communication and sales skills consistently elevate customer satisfaction. Ready to leverage expertise in guest relations and contribute to a high-performing team.

SKILLS

- CUSTOMER RELATIONSHIP MANAGEMENT
- PATIENCE AND EMPATHY
- EXCELLENT MULTITASKING AND ORGANIZATIONAL SKILLS
- ATTENTION TO DETAIL
- TECHNICAL AND OPERATIONAL SKILLS
- CUSTOMER SERVICE SKILL
- TEAM COLLABORATION

LANGUAGES

- ENGLISH
- ARABIC

HOBBIES

COOKING,SINGING,SELF DEVELOPMENT,NETWORKING

PERSONAL DETAILS

Date of birth
28 Sep 1995

Nationality
Ghanaian

Visa status
Employment Visa

WORK EXPERIENCE

SHARJAH AIRPORT
Sharjah
Jan 2025 - May 2025

Passenger Ground Service, Intern

- Greet passengers at check-in desks and verify travel documents
- Issue boarding passes and baggage tags
- Assist with special needs passengers (e.g., unaccompanied minors, wheelchair services)
- Provide flight information and updates

EFIE N' EFIE
Dubai
Apr 2020 - Mar 2025

Receptionist

- Supported teamwork atmosphere among staff members through clear communication and collaboration during shifts.
- Remained calm and poised when dealing with difficult customers or during busy shifts.
- Worked flexible schedule and extra shifts to meet business needs.

MTN GHANA LIMITED
Accra-Ghana
Oct 2015 - Jan 2020

Customer Service Representative

- Resolved customer issues by researching and exploring answers, implementing solutions and escalating unresolved problems to upper management.
- Contributed to sales growth by upselling products and services based on individual customer requirements.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.

AIRTEL-TIGO GHANA LIMITED

Call Center Agent/Tele Sales Agent

EDUCATION

WINGSWAY TRAINING INSTITUTE
Dubai, UAE
2013

Passenger Ground Service Agent

- Courses: Baggage Handling and Management, Customer Service in Aviation, Accounting, Check-in Procedures, Airline Ground Operations

ASAMANKESE SENIOR HIGH SCHOOL
Asamankese, Ghana
2013

Accounting

- Courses: Accounting, Cost Accounting, Business Management, Economics

COURSE

ASAMANKESE SENIOR HIGH SCHOOL
Sep 2010 - Sep 2013

ACCOUNTING