
FELICIA OWUSU

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PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude.
Willingness to take on added responsibilities to meet team goals.

SKILLS

- Attention to details
- Customer relations
- Time management
- Conflict resolution
- Microsoft Office (Excel, Word, PowerPoint, Outlook)
- Teamwork and Collaboration
- Problem-Solving

WORK HISTORY

Logistics Assistant, 05/2023 - 11/2023

Ghacem Ltd – Tema

- Streamlined warehouse operations by implementing efficient inventory management systems.
- Ensured accurate documentation, maintaining detailed records of shipments, invoices, and receipts for compliance purposes.
- Collaborated with cross-functional teams to optimize logistics processes, resulting in cost savings and increased productivity.
- Provided exceptional customer service, addressing inquiries and resolving issues related to orders, shipping, and returns promptly.

Clerk, 09/2021 - 08/2022

37 Military Hospital – Accra

- Increased efficiency by streamlining filing systems and organizing important documents.
- Improved customer satisfaction by promptly answering inquiries and providing accurate information.
- Enhanced office organization with regular maintenance of files, records, and supplies inventory.
- Supported administrative staff with timely completion of daily tasks, ensuring smooth office operations.

Warehouse Worker, 01/2021 - 07/2021

Olam Ghana – Accra

- Collaborated with team members to complete complex projects on schedule and within budget constraints.
- Managed incoming shipments effectively by inspecting goods for quality control purposes before storing them appropriately.
- Ensured accurate order fulfillment by diligently cross-checking pick lists against packed items for consistency.
- Supported customer satisfaction efforts through prompt resolution of delivery issues or discrepancies as needed.

Customer Service Representative, 03/2020 - 12/2020

Melcom Ghana – Accra

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Collaborated with team members to develop best practices for consistent customer service delivery.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Utilized data analytics tools to monitor performance trends regularly, identifying areas for improvement and implementing necessary changes.
- Assisted customers in navigating company website and placing online orders, improving overall user experience.
- Exceeded performance metrics consistently, earning recognition as a top performer within the team.

EDUCATION

Post Graduate Advanced Diploma : Business Hospitality Management

Pacific Link College - Surrey, BC

Bsc: Business Administration, 08/2021

University of Professional Studies - Accra, Ghana

West African Senior School Certificate Examination: General Studies, 05/2016

Presbyterian Senior High School - Akuapem, Ghana

LANGUAGES

English



Full Professional