

FELICIA OWUSU

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CAREER OBJECTIVE

Seeking a role to apply my business administration skills, strategic thinking, and analytical expertise to drive growth and innovation.

PERSONALITY

I am adaptable, team-oriented, and a good communicator with a positive attitude. I enjoy problem-solving, take initiative, and work hard to achieve quality results, while always being open to learning and improvement.

SKILLS

- **Strategic Planning & Communication:** Skilled in developing plans and communicating effectively.
- **Collaboration:** Able to work with diverse teams and organizations.
- **Teamwork:** Strong team player focused on achieving shared goals.
- **Marketing Research:** Proficient in market research to guide strategies.
- **Marketing, Sales & Customer Service:** Experienced in driving sales and delivering customer satisfaction.

WORK EXPERIENCE

Clerk (NSS)

09/2021 - 08/2022

37 Military Hospital Accra, Ghana,

- Booking of letters from the various departments in the Ghana armed

forces.

- Distribution of letters to departments in the armed forces.
- Printing works at the legal services department.
- Worked as a Liberian for the legal services department.

Customer Service

02/2017 - 07/2021

Melcom Accra, Ghana

- Assisting customers with inquiries, product information, and general

assistance.

- Handling transactions at the checkout, ensuring a positive and efficient

shopping experience.

- Addressing and resolving customer issues and concerns.

EDUCATIONAL BACKGROUND

Pacific Link College, Surrey-BC, Canada, Expected in

10/2025

Postgraduate Advanced Diploma: Business Hospitality Management

