

**Kwasi Agyeman**  
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### **PROFESSIONAL ATTRIBUTES**

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- Manage customers and internal department questions and concerns via email and telephone, also perform a variety of administrative duties
- Very high attention to details in top priority Assisted in file transferring to brokerage and for processing export clearance
- Computer Skills: proficient in Microsoft word, Excel, MSR, As400 and SAP System
- Outstanding communication skills demonstrated from three years of work experience in a customer service and team driven environment
- Strong Client service skills
- Familiarity with international trade regulations
- Critical thinking and problem solving
- Willing and able to learn

### **EDUCATION/CERTIFICATE**

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#### **Supply Chain and Logistics**

National Academy of Health and Business

2014-2015

- Extensive experience in the strategic planning and transportation of Products
- Planning of Inventory control, Logistics and Distribution
- Leadership skills to coordinate with internal and external clients
- Ability to apply purchase processes
- Diversity Training

#### **International Transportation and Customs, Diploma**

Seneca College, Toronto, ON

2009- 2012

- Prepared documents, contract negotiations, process import and export forms
- Complete knowledge about documentation and regulatory requirements, understanding of customs Process of Canada Customs Invoice, B-3 file.
- Working on NAFTA Treatment and Verifications

#### **Business Fundamentals Certificate**

Seneca College, Toronto, ON

2008-2009

Successfully completed courses on: Accounting, Business Mathematics

**WORK EXPERIENCE**

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**Panalpina (Intern)****Duration 4 months**

- In charge of files opening, tracing, manifesting and releasing of the shipment
- Arrange priority shipments and advise the status to the teams
- Send manifests to corresponding customs broker or clients

**Lead Customs Clerk, Toronto****2013- Present****Manitoulin Transport**

- Coordinate Customs Clearance, ability to collect and sort cross border documentation for both Northbound and Southbound shipments crossing the Canadian/US Border
- Develop and maintain strong working relationships with customer (Customs brokers, Shippers, Consignee) and warehouse functions
- Assisted drivers that may be stuck at the ports of entry into each country
- Work with partner terminals and shippers to find missing documentation

**Bellwood Health Services, Toronto****2012- 2013**

- Performed defined work routines using various dietary utensils, supplies and equipment as assigned by the Dietary Manager
- Met scheduled meal and snack times
- Washed and stored dishes
- Setting up the dining room and serving residents

**Warehouse Worker****2010 -2011****Metro**

- Picked and packed orders using headset
- Arranged items onto pallets and operating pallet jack
- Gained knowledge of machine handling equipment safe operating procedures

**Security Guard****Commissionaires, Toronto****2010-2010**

- Ensured the protection of property and people
- Recorded any damage for repairs and criminal incidents
- Reported disorderly or suspicious behaviour

**VOLUNTEER EXPERIENCE**

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**West Park Health Center, Toronto****2004**

- Assisted staff in treating and tending to the patients
- Conducted activities and games with patients
- Cleaned up work area and stations