

EBENEZER OMANI CLOTTEY

ebenezerclottey95@yahoo.co.uk

00233 (0)246414019

Portfolio: <https://www.behance.net/davisdesigns24>

SUMMARY

Diligent professional with skills and training to safely assist others. A capable and resilient team player, with a can-do attitude, good-humoured, collaborative and people focused who thrives on challenging, diverse and complex situations.

I have excellent communication skills, which enables me to build positive working relationships. Always ready to help, working effectively and efficiently. With my excellent organisational skills I am able to manage individuals and various groups, activities to a successful outcome. I am honest, compassionate, reliable, trustworthy and flexible. I easily adapt to new environments/situations and resourceful working on my own.

HIGHLIGHTS

- Working as trained
- Ongoing Training
- Performance Evaluation
- Time/Resource Management
- MS Office/Excel/PowerPoint
- Good time Management
- Analytical skills
- Conflict Resolution Skills
- Ensuring to Health/Safety policies

EDUCATION

- | | |
|---|--------------------|
| • Ghana Communication University College (BSc IT) | April 2020 to date |
| • Turntable Mentorship Programme | July – Sept 2021 |
| • Havering Sixth Form College (Essex, UK) A' LEVELS | 2012- Sept 2014 |
| • Bower Park School (Essex, UK) GCSE | Nov 2010-2012 |
| • Datus Complex Schools Ghana | Sept 1999 –2010 |

CERTIFICATION

GCSE – Maths and English

A Level – BTEC

Care Certificate Courses – Fire Training, Basic Life Support, Infection Control, Manual handling, Health & Safety, Full International drivers licence.

EXPERIENCE

HOPE IN MOTION/CHARITIES

2020 - Date

Volunteers with charities assisting in children's playtime, shopping, outreach programmes and spiritual care of inmates/patients. Always ready to help with their mobility, cleaning and hygiene needs. Delivering compassionate care, respecting others, enhancing my care skills. Empowering and mentoring youth in information technology (IT) training.

PEARL CITY MALL & MINISO GHANA

February 2019 to date

Graphic Designer/Social Media/Customer Service Representative

- Responsible for developing and delivering comprehensive change programme including advertising, logistics services, catalogue management.
- Providing specialist information technology for planning, design and operation of logistics services to new clients.
- Established and implemented change and process improvement including new improved processes for supplier deliveries, consignment stock, management of stock in shops/ warehouse and products changes.
- Managing and updating company's website.
- Educated customers on product/services engaging in special offers and promotions to increase sales.
- Listened to customer needs and preferences to provide targeted advice , increasing sales and opportunities.
- Covered extra shifts and maintained flexible schedule to achieve store goals.

ALICA CONSULTING

July 2017– Feb. 2019

Social Media Project/Trainer

- Provided strategic leadership of organisational development project.
- Designed, developed and delivered a new IT system for operations improving consulting/training availability.
- Developed and implemented new policy for sustainment and development of specialist personnel skills through mentoring, wider skills (best practice) development and manpower requirements and retention.
- Resolved customer complaints and process issues with proactive problem-solving skills.

SPLENDID CATERING SERVICES

Jan 2016 – June 2017

- Taking orders from customers and arranging them
- Preparing orders and invoices
- Fostered positive working relationships with customers to enhance loyalty and retention
- Listined to customer needs/preferences to provide excellent customer services.
- Maintaining safe working environment.

GAP Year

Sept 2014 – Dec 2015

BALGOES LETTINGS ROMFORD ESSEX

July 2011

Internship

- Asissting with inspecting properties, customer care, office duties,
- Photoshop/Illustrator//WordPress
- MS Office/Excel/PowerPoint
- React/Html/Css/Js

Interests: Sporting activities, helping people, Driving, Reading.