**AKUA AKUFFO NYANTEH**

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Customer-focused professional with strong communication skills and the ability to multitask, prioritize, and manage time effectively. I have more than three years of experience in a variety of fields, including sales and marketing, quality assurance, and providing high-quality care or support to people. Open to new opportunities to broaden my skills and assist your organization in growing and achieving its objectives.

# Skills

* **Time management: Meticulously followed planned schedules for all tasks, including travel times to ensure all clients received care without delay.**
* **Patience and the ability to remember to remain calm in stressful situations.**
* **Hygiene and health and safety: Worked in compliance with applicable regulations with a special focus on ensuring clients were advised on safety in the home/office.**
* **Administrative assistance: Assisted clients with tasks such as bill payments and making doctor’s appointments.**
* **Communication: Built a good rapport with clients to offer genuine and therapeutic social interaction.**

# Work Experience

**Carer, Pamikyx Ltd, Aberdeen, UK October 2022 to date**

* Aiding the care home resident to get dressed, washing, and eat.
* Dispensing medication under supervision as detailed in their medication administration record.
* Gently encouraging residents to get involved with recreational activities.
* Involvement with writing residents’ care plans.
* Working with other health and social care professionals to provide holistic care.

**Aberdeen Inspired Comedy Festival, Aberdeen UK Voluntary Crew Member October 2022 -October 2022**

* Politely encouraged customers to the front seat.
* Sold and checked tickets at the door
* Assisted audiences to their seats.
* Liaised with comedians and stage-managed the show.
* Liaised with the venue staff.

**Care Support Worker, Time and Chance Aged Care Centre, Accra-Ghana. March 2020– September 2022**

* Secured that personal care is appropriate, interaction is equitable and supports the patient's independence.
* Autonomy and respect.
* Assisted patients in participating in a variety of recreational, educational, occupational, and doctor’s appointments.

• Ensure the healthcare needs of patients are identified, provided, and managed.

**Care Assistant, Passion Home, Accra, Ghana. January 2019 – February 2020**

* Monitored and recorded the general health of clients, including taking blood pressure and ensuring that all daily medication was administered.
* Identified serious vulnerabilities in four clients and escalated to adult social care, ensuring necessary support was provided and followed through with.
* Delivered at-home care to the aged, serving eight clients at a time in Accra-Ghana.
* Achieved compliance with 100% of record-keeping inspections, ensuring all administration was fully up-to-date and compliant.
* Collaborated on program operations with Home Care Leader, including offering feedback from participants and improvement recommendations.
* Delivered exceptional service to each customer by listening to concerns and answering questions.

**Sales and Marketing Associate, Promasidor Ghana Limited, Accra – Ghana. Jan. 2018 – Dec. 2018**

* Fostered a robust and sustainable network of retailers in the central business district of Accra by leveraging strong relations and an unwavering commitment to customer service.
* Assisted in the execution of product marketing campaigns, including the development, translation, and execution of media ads and merchandising channels
* Conducted research on key competitors with substitute products to provide industry insight on marketing activity with a focus on pricing and promotional paid media initiatives.
* Monitored the pricelist of substitute products from competitors and gave weekly feedback to my supervisor.
* Performed duties relating to stock controlling and distribution.

**Volunteer, Care for Aged Outreach – Ghana (Non-Governmental Organization) January 2015 - Dec 2017**

* Gave residents company and assisted them in their activities.
* Educated and organized seminars for all and sundry.
* Volunteered in logistics, daily essentials, and personal care for charity institutions.
* Public education and rendition of support to less endowed societies.

# Education

**MSc, International Business Management**. Sept 2022 - Present

University of Aberdeen, Aberdeen – Scotland.

**Bachelor of Science in Marketing.** Aug. 2016 – June 2019

University of Professional Studies, Ghana.

# Certificates

* Basic life theory
* Moving and Handling
* Emergency first aid
* Anaphylaxis Management
* Acquired Brain Injury
* Building Mental Health Resilience

# Reference

Available on Request.