

Henry Gyamfi

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♂ Male

Profile

Dedicated and results-driven customer care professional with over years of experience in providing exceptional service and support. Proven track record in resolving complex customer issues, enhancing customer satisfaction, and fostering positive relationships. Skilled in utilizing CRM software and communication tools to streamline processes and improve efficiency.

Professional Experience

2020 – 2023

ACCRA, GHANA

GUEST SERVICES EXPERT

NUMBER ONE OSU OXFORD HOTEL AND SUITES

- Delivered outstanding service to guests, managing inquiries and resolving complaints effectively.
- Achieved a higher customer satisfaction rating through personalized service and proactive problem-solving.
- Analyzed customer feedback to identify areas for improvement, resulting in an increase in positive reviews.
- Provided exceptional customer service to guests, addressing concerns and ensuring a seamless experience using CRM software to track and manage guest requests.
- Collaborated with a diverse team to solve problems, resulting in a higher increase in customer satisfaction as measured by guest feedback.
- Managed daily operations, including time-sensitive tasks using Trello, improving team workflow and task completion by 15%.
- Trained new staff on Hotelogix to ensure efficient reservation management and guest interaction.

2018 – 2020

ACCRA, GHANA

RECEPTIONIST

THE LENNOX HOTELS

- Managed guest check-ins/check-outs, handling over many guests daily using Opera PMS and Hotelogix.
- Provided exceptional guest service, resolving complaints and ensuring a smooth and pleasant experience, increasing guest satisfaction.
- Coordinated guest requests with housekeeping and concierge teams through Slack, and improving internal communication.
- Utilized CRM systems like Salesforce to track and manage guest preferences, contributing to a increase in customer retention.
- Trained and mentored new reception staff on Opera PMS, ensuring consistent service quality and operational efficiency.

2017 – 2018

ACCRA, GHANA

ADMINISTRATIVE ASSISTANT/SECRETARY

THE LENNOX HOTELS

- Managed scheduling and calendar for executive team using Outlook and Google Calendar, ensuring meetings and appointments were efficiently coordinated.
- Assisted in project management by updating and tracking tasks in Trello, improving team collaboration and meeting deadlines.
- Provided excellent customer service, addressing client inquiries via email and phone in a timely and professional manner.
- Managed confidential documents, ensured accurate filing, and tracked company records using Google Drive and Excel.

- Assisted in preparing reports and other documentation for leadership, maintaining confidentiality at all times.

2013 – 2017
ACCRA, GHANA

HOUSEKEEPER/HOUSEKEEPING ATTENDANT
TANG PALACE HOTEL

- Managed inventory of cleaning supplies and linens, ensuring that all necessary materials were stocked and organized, reducing supply shortages.
- Utilized RoomRaccoon and HotSOS to track room status updates, report maintenance issues, and receive guest feedback, improving operational efficiency.
- Adhered to all safety and sanitation standards, including proper handling and storage of cleaning chemicals, ensuring compliance with hotel and health regulations.
- Collaborated with other departments (front desk, maintenance) using Trello to coordinate room readiness and resolve guest issues efficiently.
- Maintained cleanliness and organization of guest rooms, public areas, and restrooms to meet high cleanliness standards.
- Provided laundry services, ensuring linens and towels were cleaned, folded, and delivered to rooms and housekeeping areas on time.
- Cleaned carpets, windows, and high-touch surfaces using appropriate cleaning techniques and tools to ensure a safe and hygienic environment for guests.
- Provided excellent customer service, addressing guest requests and complaints in a friendly and professional manner, ensuring a positive guest experience.

Education

2015 – 2018
ACCRA, GHANA

HND PURCHASING AND SUPPLY CHAIN MANAGEMENT
ACCRA TECHNICAL UNIVERSITY

Skills

Customer Relationship Management (CRM) Software
Hotelogix, Salesforce

Communication Tools
Slack, Trello

Time Management and Task Organization
Asana

Housekeeping Software
RoomRaccoon, HotSOS

Microsoft Office Suite
Excel, Word, Outlook

Google Workspace
Docs, Sheets, Calendar

Office Administration

Document Management

Reservation Management Systems
Opera PMS, Mews

Cross-Cultural Communication

Document Management

Data Entry

References

Available upon Request