

ERIC

GHANA

Professional Statement

As a dedicated customer service and security professional with a keen sense of observation, customer service delivery, excellent interpersonal skills, and a strong commitment to guest service, I am eager to bring my experience and enthusiasm to the role of bellman. My background in ensuring safety and providing exceptional customer care has equipped me with the ability to anticipate guest needs, handle challenging situations with professionalism, and create a welcoming atmosphere. I am confident that my attention to detail, reliability, and genuine desire to enhance the guest experience will make me a valuable addition to your team.

Experience

SECURITY GUARD | SKILL FORCE SECURITY SERVICES AT DOUBLETREE BY HILTON HOTEL | DUBAI, UAE 2021 – FEB 2026

Duties:

- Warmly facilitated hotel lobby customer and security services
- Provided assistance to guests with inquiries, directions, or emergencies, ensuring a welcoming and safe environment
- Monitored and verified the identity of guests, visitors and employees entering the hotel to ensure security and prevent unauthorized access
- Acted promptly and effectively in case of emergencies, disputes, or security breaches, coordinating with hotel management when necessary
- Ensured compliance with hotel rules and regulations, including safety protocols and guest conduct policies
- Proactively patrolled different areas in the premises to monitor suspicious activity and behavior
- Supported the reception staff during busy periods by assisting with guest arrivals and departures while maintaining security protocols
- Ensured a consistent security presence to deter potential threats and reassure guests of their safety
- Liaised with fire and police department in case of emergency
- Managed logbook for visitor entries and any unusual activity and report significant issues to management
- Surveillance, access control, and incident prevention
- Conflict resolution on complaints filed by premises employees and patrons
- Filing necessary reports to Head of Security
- Safeguarding premises and personnel

- Maintaining a professional and approachable demeanor when interacting with staff, visitors, and the public

SECURITY GUARD | KINROSS GOLD SECURITY SERVICES | ACCRA, GHANA | 2017 – 2019

Duties:

- Patrolled and surveilled designated premises
- Conducted regular inspections of the property to identify potential security risks or hazards
- Verified the identity of visitors and employees entering the premises
- Responded quickly and appropriately to alarms, emergencies, or security breaches
- Prepared detailed reports of daily activities, incidents, or suspicious activities
- Enforced security policies and procedures to prevent theft, vandalism, and other unlawful activities
- Maintained a professional and approachable demeanor when interacting with staff, visitors, and the public
- Assisted in emergency response procedures, including fire drills and evacuations

Education

VOCATIONAL TRAINING INSTITUTE | PRAMPAM, GHANA **2004 – 2007**

- High School Certificate

Additional Training

HILTON UNIVERSITY | DUBAI, UAE **MAY 2022**

International Guest Relation Certificate

SECURITY INDUSTRY REGULATORY AGENCY | DUBAI **FEB 2022**

SIRA License

Key Skills & Abilities

- Trained in Self-Defense and Weapons
- Background managing various security systems and frameworks
- Experienced in creating security guidelines
- Experienced working with teams
- Excellent communication skills

Leadership

- Assistant team leader with DoubleTree by Hilton Hotel –Dubai, Jumeriah

Hobbies/Interests

- Reading
- Football