

Michaelene Tetteh

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SUMMARY

Self-motivated, enterprising professional with strong customer service, hospitality, and multimedia skills seeking position in which my work experience and knowledge can be an asset.

PROFESSIONAL SKILLS

- Excellent customer service and hospitality skills
- Superior written and verbal communication
- Expertise as a journalist and writer
- Good computer skills including Microsoft Office and the Internet
- Detail oriented
- Reliable, dependable, and hard working

EMPLOYMENT HISTORY

Virgin America & Alaska, Los Angeles, CA

2/2015 – Present

Guest Services Teammate (part-time)

- Check-in passengers for various flights
- Board passengers onto aircraft
- Answer questions and provide directions as needed
- Provide solutions to passengers who experience missed flights, delays and cancellations

UBER, Los Angeles, CA

5/2014 – 5/2015

Self-employed Driver

- Drove more than 2,000 passengers to their desired destinations
- Received requests via UBER app from passengers needing rides
- Met passengers and transported them safely to their desired destination
- Used customer service skills to create comfortable experiences for passengers

Self Employed, Los Angeles, CA

2011 – Present

Video Production, Social Media Marketing, Writing

- Write content for the internet
- Report for various media outlets
- Produce and create video content for broadcast and the Internet
- Conduct interviews with public figures and others

EDUCATION

Arizona State University, Tempe, AZ, Bachelor of Arts in Journalism