JOSEPH DINYE

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SUMMARY

Highly motivated and organized individual with a unique blend of skills in customer service, virtual assistance, and education. Proficient in Microsoft tools, IT, and social media management. Strong communication and problem-solving skills. Eager to apply my skills and knowledge to new challenges.

EDUCATION & CERTIFICATIONS

- **Certificate in Virtual Assistant** – ALX (2024)
- **Certificate in Healthy Nutrition** – Atingi, Germany (September 2024)
- **Teaching English as a Foreign Language Certificate** – Teacher Record (November 2023)
- **West Africa Secondary School Certificate (WASSCE)** – Assin North Senior High Technical School, Ghana (2018 – 2021)

WORK EXPERIENCE

Support Staff - Travel and Tourism
Mama Afrique Travel and Tour – Assin Fosu, Ghana (May 2022 - Present)

- Provide exceptional customer service to clients, responding to inquiries and resolving issues promptly.
- Assist in planning, coordinating, and booking travel itineraries, flights, and accommodations.
- Manage and maintain accurate records of bookings, payments, and client information.
- Process travel documents, visas, and travel insurance.
- Promote travel packages through social media and marketing campaigns.

SKILLS

- Virtual Assistance (Admin Support, Email Management, Scheduling)
- Microsoft Office (Word, Excel, PowerPoint, Outlook)

- Time Management & Organization
- Social Media Management & Email Marketing
- Graphic Design & Content Creation
- Data Analysis & Record Keeping
- Customer Service & Conflict Resolution
- IT Skills & Travel Management Software

PUBLICATION

- **"The Role of Artificial Intelligence in Education – How AI Tools Like ChatGPT and Grammarly Help Students"**
  Joseph Dinye (2024)
  Published on **Zenodo** | DOI: 10.5281/zenodo.14938898

INTERESTS

- Traveling & Exploring New Cultures
- Writing & Blogging
- Coding in Python & JavaScript
- Learning New Languages (French, Spanish)
- Community Volunteering