

Michael Appiah

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Experienced Business Management with a demonstrated history of working in the Defense & Space industry.

Skilled in Customer service, money management, sales, administration, and Information Systems.

Having a strong informational background in technology and a Professional certification in Professional Business

Administration - BBA focused on Business Administration and Management, General and associates degree from Community College of Denver.

Work Experience

Repair Technician

NorthEast Fitness Repairs. - Aurora, CO

August 2021 to Present

Performing maintenance work on customers' appliances.

Providing rough estimates to customers on how much it would cost to repair damaged or malfunctioning appliances.

Repairing or replacing defective or damaged appliance components upon approval from customers.

Advising customers on how to use appliances correctly.

Office Assistant/Receptionist

Home Health Preferred. - Aurora, CO

February 2021 to Present

Provide general administrative and customer support to a division, department, company or individual. Job duties can vary, but they commonly include answering incoming phone calls and emails, responding to inquiries, greeting visitors and clients and maintaining records and appropriate documentation.

Aerospace Ground Equipment Technician

United State Air Force. - Roy, UT

May 2018 to January 2021

- (2 years 6 months +) Organized inspections and maintenance of over 300 units of equipment to ensure operational readiness for 800 employee use.

- Used automated systems to track, evaluate, and analyze streams of data on 300 equipment to meet Air Force standards needs.

- Established standard production flow using Leadership qualities and strong innovational skills.

- Installed replacement parts, including controls systems, engine components, instrumentation, and more.

Private Caregiver

Talent Care Services. - Aurora, CO

June 2017 to April 2018

- Executed service to over 5 elderly patients unable to attend to all of their life's needs.
- Daily actions included preparation of meals, transportation to daily appointments, and social interaction to ensure their daily needs were met.
- Monitored, tracked, and conveyed important patient information to healthcare sta to help optimize treatment planning and care delivery.

Education

Bachelor of Arts in Business Administration and Management

Park University - Parkville, MO

May 2022

High School Diploma

Overland High School - Denver, CO

May 2015

Skills

- Customer and Client relations Experienced Time Management Expert
Technical Support Experienced Strong Communication Experienced
Business Management Beginner
- Appliance Repair
- Mechanical Knowledge
- Help Desk
- Mechanic Experience
- Senior Care
- Troubleshooting
- Desktop Support
- Microsoft Excel
- Computer skills

Military Service

Branch: United States Air Force

Service Country: United States

Rank: Senior Airman

May 2018 to January 2021

Certifications and Licenses

First Aid Certification

EPA Certification

Assessments

Scheduling — Familiar

February 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Familiar](#)

Retail customer service — Proficient

April 2022

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Basic mechanical knowledge — Proficient

July 2021

Understanding and applying mechanical concepts and processes

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.