

Hyiakuro O. Opoku

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PROFESSIONAL SUMMARY

Dedicated and personable customer service professional with a background in hospitality, security, and food service. Skilled at building rapport with diverse clientele, resolving concerns efficiently, and maintaining a positive experience in high-traffic environments. Bilingual (English/Twi) with strong communication, leadership, and problem-solving abilities. Currently pursuing a B.S. in Cybersecurity, bringing a detail-oriented and safety-conscious mindset to every role.

CORE COMPETENCIES

Customer Relations & Conflict Resolution • Cash Handling & POS Systems • Team Collaboration • Active Listening • Bilingual (English / Twi) • Public Safety & De-escalation • Microsoft Office Suite • Google Workspace

PROFESSIONAL EXPERIENCE

Allied Universal | *Security Guard (BHO Officer)*

2023 – Present

Inova Fairfax Hospital – Fairfax, VA

- Serve as a frontline point of contact for patients, visitors, and staff, providing directions, information, and compassionate assistance in a high-stress hospital environment.
- De-escalate tense situations involving distressed patients and visitors, ensuring a calm and safe experience for all parties.
- Conduct regular safety patrols and respond promptly to incidents, demonstrating reliability and sound judgment under pressure.
- Collaborate with hospital staff and emergency personnel to maintain security protocols and support smooth facility operations.
- Maintained detailed incident logs and communicated professionally with supervisors and medical teams.

Wing Stop | *Team Member*

2021 – 2022

- Delivered attentive, friendly customer service in a fast-paced environment, consistently ensuring a positive dining experience.
- Handled cash transactions and operated POS systems accurately, maintaining register accuracy during peak hours.
- Processed and fulfilled customer orders promptly, balancing speed and accuracy to minimize wait times.
- Communicated effectively with kitchen and floor staff to resolve order issues quickly and keep customers satisfied.
- Maintained food safety and sanitation standards, contributing to a clean and welcoming environment.

Magic Ice | *Guest Services Associate*

January 2019 – December 2021

- Provided customer service to over 3,000 guests daily during peak holiday seasons, consistently delivering a welcoming and memorable experience.
- Welcomed and assisted families traveling from across the United States, ensuring each guest felt valued and informed throughout their visit.
- Resolved guest complaints and concerns on the spot with a calm, empathetic approach, turning challenges into positive outcomes.
- Supervised children on rides and attractions, maintaining strict safety protocols while keeping the atmosphere fun and engaging.
- Coordinated with team members to manage crowd flow and reduce wait times during high-volume periods.

EDUCATION

Old Dominion University

2025 – Present

Bachelor of Science – Cybersecurity

Northern Virginia Community College
Bachelor of Science – Computer Science | Annandale, VA
Cybersecurity Student Association (August 2021 – Present)

August 2020 – Present

REFERENCES

Available upon request.

