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**PERSONAL DATA**

* + Date of birth: 11th March 1990
  + Marital status: Single

**CAREER OBJECTIVE**

To work in sales, management/ marketing or accounting role where my professional experience and educational abilities will be fully utilized in order to give the exceptional quality service and demonstrate the competence that satisfies the interest of the organization with the best use of my education, determination and resourcefulness.

**COMPETENCIES AND SKILLS**

* + Computer literate (Microsoft Suit (Word, Excel and power point)
  + Have an excellent marketing, presentation and communication skills
  + Very innovative and self motivated
  + A highly motivated team player, very friendly and good customer service skills.
  + Ability to work under pressure

**EDUCATIONAL BACKGROUND**

**HND Marketing**

Takoradi Polytechnic

August 2010 – July 2013

**WASSCE (BUSINESS ACCOUNTING)**

Sekondi College

September 2005 – July 2008

**BECE**

New Snaps Complex

2003 – 2005

**RESEARCH TOPIC**

“The effectiveness of quality service delivery in the commercial transportation sector”

**WORKING EXPERIENCE**

**Bonamax Microfinance Limited**

May 2015 – Date

**Marketing Officer**

Duties and Responsibilities

* Direct the hiring, training and performance evaluations of marketing and sales staff and oversee their daily activities.
* Facilitate growth, sales and marketing strategies.
* Sustain rapport with key accounts by making periodic visits, exploring specific needs and anticipating new opportunities.
* Develop programs with quantifiable objectives to measure results.
* Perform risk mitigation.
* Oversee the development of new products.

**Cashier**

Duties and Responsibilities

* Collect and count cash at shift commencement
* Accept cheques and ensure accuracy of deposit slips
* Process withdrawal of cash in the bank
* Pay out money to customers after verifying that signatures are correct, that written and numeric amount agree and that accounts have sufficient funds
* Balance cheques and cash when shift ends

**Excess Lodge Takoradi**

October 2014 – April 2015

Front Desk Executive

Duties and Responsibilities

* Manage registration process.
* Handle guest check-ins and check-outs appropriately.
* Take reservations over the telephone, through emails and in person.
* Answer queries regarding the hotel’s services, charges, dining facilities etc.
* Refer guests to appropriate departments to resolve complaints and provide suggestions.
* Compute bills and take payments.
* Explain appropriate use of keys and ensure that guests are satisfied with the rooms.
* Balance cash at the end of the shift and generate accounting reports for the benefit of the next shift.

**National Service - Wamfie R/C Primary ‘B’**

September 2013 – August 2014

Teacher

Duties and responsibilities

* + - English and ICT tutor
    - Supervise examinations
    - School chaplain
    - Drama tutor

**Attachment at Intercity STC coaches limited, Takoradi**

2011 – 2012

Parceling and Delivery Department

Duties and Responsibilities

* + - * Responding and resolving customer’s grievance
      * Assisted with inventory control
      * Developing customer data base
      * Handled telephone enquiries

**Attachment at Norpalm Ghana Limited**

2010 – 2011

Finance and Purchasing department

Duties and Responsibilities

* Preparation of requisition, Issue and receipt voucher
  + - Writing purchase orders
    - Purchasing goods for the company

**TRAINING AND WORKSHOP**

* Workshop on Business plan development, 2009

**ACHIEVEMENT**

* Using Microsoft Excel to create formula format of purchase summary sheets for Norpalm Ghana Limited to do away the numerous paper work.