**GLORIA**

**GLORIA.319197@2freemail.com** 

Position : Cashier / Customer Service

**CAREER OBJECTIVE**

To develop a professional career in a dynamic organization that is interested

in team work, accelerated growth and overall interest channeled towards achieving organizational goal.

**PERSONAL BIO-DATA**

Date of Birth: 8th December 1988

Sex: Female

Marital Status: Single

State of Origin: Edo State

Nationality: Nigerian

Visa Status Employment Visa

Language: English

**PERSONAL PROFILE**

* Productive, Innovative & Hardworking
* Ability to work with little or no supervision
* Good Team player.
* Excellent Communication, Presentation & Interpersonal skills
* Proficiency in Computer usage ( Microsoft office, Word, Excel, Outlook, internet)

**EDUCATIONAL QUALIFICATIONS**

Federal Polytechnic Auchi Edo state Nigeria

Business Administration & Management (HND) 2006-2011

Higher National Diploma

Gracious Education Center, Benin City, Edo State Nigeria. 1999 -2004

National Examination Council (NECO)

**5 Years Working Experience**

* **Customer Service Representative**
* **Teller/Cashier**
* **Sales Assistant**
* **Waitress**

**ALAM GROUP OF COMPANY 2015 Till Date**

**Alam supermarket**

**Murror Road, Abu Dhabi UAE**

**Position: Cashier**

**Responsibilities:**

* **Counting the float money, in the register drawer that must be verified at the beginning and end of the shift by a thorough count.**
* **Friendly and provide excellent customer service.**
* **The cashier must scan or punch the items to get an accurate price and must enter the code corresponding to the product so that the register knows the proper amount to charge.**
* **Memorizing the various product codes will help the cashier work more efficiently.**
* **comfortable and confident in all the necessary functions of the register and should be efficient in taking payment and counting back change or processing credit or debit cards**
* **Ability to receive cash, and be able to count fast, give the correct change when needed to customers.**
* **Assist in bagging, after completing the transaction, Bagging requires common sense placement of products in specific bags to prevent breakage or other damage.**
* **Must be able to use the in-store communications to run a price check. This may involve contacting a stock person or a bagger to go into the aisle to verify the correct price of a product.**

**Guaranty Trust Bank 2014-2015**

**Lekki Lagos Nigeria.**

**Unit: Central Processing Centre (cpc)**

**Position: Business Process Re-engineering**

**UNION BANK OF NIGERIA 2013-2014**

**Stallion plaza 36 Marina Lagos island Lagos**

 **Nigeria**

**Accountant/Account Opening Officer & Account maintenance**

**Key responsibilities:**

* Opening and maintaining of customer accounts.

 • Execution of instructions by customers to provide a high level of customer’s satisfaction and quality output.

 • Proactively attending to requests and proffering alternatives that will suit the customer’s needs while working within the control policies of the bank.

* Opening and maintaining of customer accounts.
* Ensure that assigned tasks are executed promptly.
* Assists to implement and continuously improves the Account Maintenance area in co-ordination with the Team leader, Account Maintenance, with a view of ensuring efficient and effective functioning and high level of service within the Account Maintenance area.
* Checking daily cash accounts
* Guiding and solving queries of customer
* Providing training and assistance to new joined cashier

Maintaining monthly, weekly and daily report of transactions

**United Bank for Africa Plc 2012 – 2013**

**UBA House,**

**57, Marina Lagos island Lagos Nigeria**

**Position: Customer Service/Account opening Officer**

 **Responsibilities:**

* Welcoming customers with a smile with the intention to serve their needs
* Attending to customer needs as per customer service
* Taking and answering queries of customers.
* Solving complains on matters of bills and products and services.
* Opening of accounts, deactivation and reactivation of accounts.
* Solving and meeting customer request.
* Receiving payments for all transactions – bills payments,
* Provide advice to customers as per needs and services.
* Making sure the customer understands the quality of our products.
* Ensured maximum customer satisfactions through frequent contacts and instant approval.
* Responsible for building a positive image of the company.
* Greeting and welcoming customers
* Attending to customers’ needs and providing outstanding customer services.

 **ACCESS BANK OF NIGERIA 2011-2012**

**Issa Williams Lagos island Lagos Nigeria**

 **Position: Teller / Customer Service**

* The first duty of cashier is to greet the customers entering into organization
* Handling all the cash transaction of an organization
* Receive payment by cash, cheques.

**TRANSACTION OFFICER :**

Responsibilities

* Accepting and posting of cash deposit and withdrawals, Bulk teller.
* Call over and scrutinizing of transaction.
* Responding to customers enquiries.
* Handling customers complaints.
* Account reactivation
* Account opening
* E­-Channel officer
* Issuing of atm card and cheque book
* Access mobile, access Online
* Attending to customer needs as per customer service
* Taking and answering queries of customers.
* Solving complains on matters of bills and products and services.
* Receiving payments for all transactions – bills payments.
* Provide up to date information of specialize services.
* Provide advice to customers as per needs and services.

**Holly wood Hotel** 2010- 2011

 **Ajayi Road, Oke –ira Ogba Lagos Nigeria**

 **Position:** **Waitress**

 **Responsibilities**:

* Greeting and welcoming customers
* Write customer food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
* Collect payments from customers.
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Serve food and/or beverages to customer prepare and serve specialty dishes at tables as required.
* Attending to customers’ needs and providing outstanding customer services.
* Responsible for building a positive image of the company.
* Prepare all chairs and tables before guests or customers arrive
* I usher them into their sits with a kind smile.
* Taking and passing on messages to guests and dealing with special requests from guests.
* Taking their orders and taking the orders to the kitchen for preparation.
* Making orders for the restaurant and dealing with complaints or problems.
* Responsible for receiving deliveries and following all security procedures.
* *Planning out the seating chart and organize the reservations.*
* Preparing tables for a meal, Serve meals and aid guests in anyway
* Preparation of a variety of food and other beverages, memorize drink menus and familiarize with the flavors and recipes for food preparation.
* Receipt of E-mails and Faxes and re-directing/forwarding it to the concerned.
* Making sure the tables and chairs are well arranged in the restaurant.
* Preparation of a variety of food and other beverages, memorize drink menus and familiarize with the flavors and recipes for food preparation.
* Washing , drying and polishing dishes and glassware
* Welcomes customers by greeting them, in person or on the telephone; answering or referring inquiries.

**Kentucky Fried Chicken (KFC) 2009-2010**

**33,Hospital bus-stop, Allen Lagos Nigeria. Position: Cashier:**

**Responsibilities**:

 Taking and placing of customer order

* ten step of order taking, responsible for taking orders and requests from customers.
* Responsible for gathering a customers’ order in a tray, this includes the main meal, side dishes, drinks, condiments and utensils.
* Responsible for my own cash drawer and am liable for any losses.
* Responsible for treating the customers with the best customer service practices, and entertaining a customer’s comments or complaints regarding the food and services. If there are complaints, responsible for bringing it up to her supervisor or the manager for better resolution.
* It is my duty to performing roles assigned by the Supervisor or Store Manager such as doing inventory and performing some duties in work station, in the kitchen and cleaning up assigned areas of the store during opening and closing time.

**Skills**:

Customer Service, Computer Skill, Product Knowledge, Problem Solving, Documentation Skills, Listening, Phone Skills, Multi-tasking, good communication skill and Good Listener.

**INTERESTS**

Reading

Dancing

Traveling

Cooking

Swimming

 Meeting people

**Training**

* **Training in Flexcube and Omniflow**
* **Finacle and Universal Portal Manager (UPM)**
* **Nigeria institute of Management(NIMS)**

**Certificate Attestation / Authentication**

Federal Ministry of Education, Abuja – Nigeria

Federal Ministry of Foreign Affairs, Abuja – Nigeria

Embassy of the United Arab Emirates, Abuja – Nigeria

Ministry of Foreign Affairs, Abu Dhabi – United Arab Emirates

**PERSONAL VALUES**

Honesty, Integrity, Friendship, and Creativity.