**Nicholas**

**Nicholas.348242@2freemail.com**

* Dedicated and skilled with a versatile administrative support skill set developed through experience as a manager, administrative assistant or customer service officer.
* Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.
* Advanced computer skills in MS Office Suite and other applications/systems.

RESPONSIBILITIES

 1. Staff report to duty on time to start work

 2. Welcome customers and offer them a seat.

 3. Customer complaints are well addressed to ensure their satisfaction.

 4. Staffs are well motivated for work.

 5. Seeing to it that staff have enough materials or tools to work with.

 6. Weekly and monthly reports submitted to senior managers.

 7. Team building for positive competition between staff.

 8. Company properties are well maintain to avoid unnecessary spending.

 9. Weekly and monthly meeting with staff to review performance.

 10. Staff appraisal to shape staff to improve on their performance.

 11. Seeing to it that weekly and monthly sales targets are met.

 12. Working environment is clean and all maintenance work is done.

 13. Prepare staff weekly transport allowances.

 14. Help accountant to prepare monthly salaries.

 15. Prepare invoices to purchase items.

 16. Prepare bills to companies on credit.

 17. Weekly and monthly sales report done

 18. Monthly stock taking.

 19. One year security experience.

KEY SKILLS

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| * Office Management
* Team building & Supervision
* Staff Development & Training
* Report & Document Preparation
* Office word
* Excel
* Power point
 |  | * Records Management
* Meeting & Event Planning
* Inventory Management
* Expense Reduction
* Accounts Payable/Receivable
* Sales and marketing
* Customer service
* Security
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WORK EXPERIENCE

 Bendal catering services

1. *Sales department*

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| NEW CRYSTAL HEALTH SERVICES LIMITED | February 2010 to Nov. 2016 |

1. Records & Customer service Officer (2010 to 2013)

2. Operations Manager & Unit Director (2014 to 2016)

I was recommended and rewarded by the Chief Executive Officer for outstanding performance. I influenced and supervised a team of seventy five (75) staff to win the best performing unit amongst the Six (6) units in the New Crystal group.

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| GHANA PORTS AND HARBOURS AUTHORITY, TAKORADI |  Sept. 2008- NOV. 2009 |

Administrative Assistant, National Service Personnel

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| GHANA REVENUE AUTHORITY |  March 2007 – May 2007 |

***Statistical Unit, Attachment***

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| GHANA STATISITICAL SERVICE, ACCRA |  Sept. – October 2010 |

***Field Enumerator, 2010 Population and Housing Census***

EDUCATION

 Datalink university college - Tema 2012 -

*BSc accounting*

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| --- | --- |
| Takoradi Polytechnic, Takoradi | 2005 - 2008 |

HND Statistics & Maths

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| --- | --- |
| AGGREY MEMORIAL SENIOR HIGH SCHOOL, CAPE COAST | 2001 - 2004 |

W.A.S.S.C.E, General Science

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| SOLIDARITY INTERNATIONAL SCHOOL, ASHAIMAN- TEMA | 1995 - 2000 |

B.E.C.E