



Eric Twumasi

CONTACT

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SKILLS

• Time Management • Problem-solving skills • Listening Skills • Multi-tasking strength • Teamwork and Collaboration • Stocking and Receiving • Sales expertise



PROFESSIONAL SUMMARY

Accomplished Office Assistant at Safari Decor, adept in enhancing office efficiency and customer satisfaction through exceptional time management and problem-solving skills. Proven track record in sales and customer service, significantly contributing to maintaining high stock levels and fostering customer loyalty at Ceva Logistics Inc. Demonstrates strong multi-tasking strength and teamwork, ensuring seamless operations and positive customer engagements.

EXPERIENCE

Sales Associate

April 2022 -

Ceva Logistics, Dubai

August 2024

- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Managed returns, exchanges and refunds in accordance with store policy.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Built relationships with customers to encourage repeat business.
- Prepared merchandise for sales floor by pricing or tagging.
- Helped customers locate products and checked store system for merchandise at other sites.

- Answered customer questions about sizing, accessories, and merchandise care.
- Engaged with customers to build rapport and loyalty.
- Maintained accurate inventory records to ensure adequate stock levels, minimizing out-of-

Office Assistant

February

Safari Decor, Dubai

2020 -

- Maintained confidentiality in handling sensitive information while performing administrative tasks.
- Enhanced office efficiency by managing schedules, organizing files, and maintaining a clean workspace.
- Facilitated smooth operations by efficiently handling incoming mail, phone calls, and visitor inquiries.
- Expedited document processing with accurate data entry and timely filing.
- Increased customer satisfaction by providing professional and courteous front desk support.
- Facilitated better customer service by promptly addressing inquiries and concerns via phone and email.

February

2022

EDUCATION

Bachelor of Arts: Economics,

July 2017

University Of Education Winneba, Ghana

High School Diploma

May 2012

Barekese Senior High School - Ghana

REFERENCE

UPON REQUEST -