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| Dubai, United Arab Emirates 25314 | +971 559033591 | fiifieshun98@gmail.com |

A person in a suit

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Fiifi Sam Eshun

**Professional Summary**

I am a motivated sales and customer service professional with over three years of experience in cashiering support, inventory sales, and customer relations. Skilled at handling accurate transactions, assisting customers with purchases, and promoting products to boost sales. Known for a positive attitude, excellent communication, and delivering quick, reliable service in busy environments.

**Skills**

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| * Sales and cashiering operations |  | * Inventory and stock reconciliation |
| * Customer Relations Management |  | * Critical Thinking |
| * Multitasking in busy workplaces |  | * Problem-solving abilities |
| * Attention to Detail |  | * Excellent communication |
| * POS system handling |

**Work History**

**Sales Assistant** 12/2023 - current

AL-Madinat Supermarket – DIP, UAE

* Handle cash and card transactions efficiently while maintaining accuracy and speed at the till.
* Ensure shelves are fully stocked, neat, and products are rotated for freshness.
* Help customers locate items quickly and answer product related queries politely.
* Keep aisles, shelves, and checkout areas clean and tidy all times.

Sales and Asset Supervisor 02/2022 to 10/2023

KRISTL STAR GHANA LTD – Tema, Ghana

* Conducted physical audits to verify assets and stock availability for sales, ensuring accurate records and timely product delivery to customers.
* Monitored daily sales-related documentation to reduce discrepancies by 20%.
* Provided customer support by recommending available stock alternatives during shortages, enhancing client satisfaction.
* Prepared and submitted weekly and monthly sales and asset utilization reports to management for effective planning.

National Service Personnel (customer service and administration) 10/2020 to 08/2021

Ghana Export and Import Bank – Accra, Ghana

* Assisted the legal and banking team with customer documentation, ensuring efficient service to over 20 clients monthly.
* Processed financial and administrative transactions accurately, maintaining client confidence in banking services.
* Drafted 30-50 memoranda and letters weekly, supporting seamless client communication.

Customer Service and Sales Assistant 06/2018 to 08/2019

Prestige Commodities Ghana Limited

* Processed 30-50 waybills monthly while managing front desk sales operations.
* Delivered exceptional customer service by providing detailed product information and assisting customers with purchases.
* Recommended, selected, and located out-of-stock items upon request, improving sales conversion rates.
* Developed empathetic client relationships, achieving daily service standard goals consistently.

**Education**

Bachelor of Science: Banking and Finance 07/2020

University of Professional Studies - Accra, Ghana

WASCE: Business Administration and Management 06/2016

St. John's School - Takoradi, Ghana

**Languages**

|  |  |  |
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| English |  |  |
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**Certifications**

* 2025 - Certified Logistics and Supply Chain Management Professional - CPD UK
* 2024 - NEBOSH - International General Certificate in Occupational Health and Safety (IGC).