



# Fiifi Sam Eshun

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## 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
- Customer Relations Management
- Multitasking in busy workplaces
- Attention to Detail
- POS system handling
- Inventory and stock reconciliation
- Proficiency in the MS Office tools
- Problem-solving abilities
- Excellent communication

## Work History

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### Customer Service Agent

12/2023 - current

#### AL-Madinat Supermarket – DIP, UAE

- Delivered prompt and professional assistance to over 50+ customers daily, ensuring all queries and complaints were resolved effectively to maintain high customer satisfaction levels.
- Built strong rapport with customers by actively listening and providing tailored solutions, resulting in repeat business and positive feedback.
- Managed incoming calls, emails, and live chats efficiently, reducing response time by 25% through proactive follow-ups and prioritization.

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### Sales and Warehouse 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**

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**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

## **Certifications**

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