

## **Philip PaaKwesi Marfo Agyemang**

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### **SUMMARY**

Hardworking and reliable employee with extensive background operating cash registers, stocking goods and products as well as providing excellent customer service. Highly organized, proactive and punctual. I've been recognized for my dedication to ensuring customer satisfaction and my ability to handle cash transactions with accuracy. My passion for customer satisfaction and continuous learning drives my commitment to the retail industry.

### **WORK EXPERIENCE**

Cashier at Express Cool Drinking Water(2023-Present)

Country: Ghana

City: Greater Accra

- Managed a team of 15 wait staff, ensuring optimal customer service and maintaining a guest satisfaction rate of over 95%.
- Developed and maintained relationships with regular patrons, resulting in a loyal customer base.
- Responsible for training new staff members in customer service protocols, contributing to more expedient service delivery.
- Assisted customers with product queries, ensuring a positive shopping experience.
- Managed cash drawer, ensuring accurate cash handling and daily reconciliations.
- Collaborated with the team to maintain store cleanliness and product displays.

Cashier at Amazonico Restaurant. (2021-2023)

Country: United Arab Emirates

City: Dubai

- Processing credit card payments, accepting cash payments and using a point of sale (POS) system for transactions.
- Arranging electronic payment records to maintain well-organized fill systems and recordkeeping compliance.
- Completes guest check-in procedures. Clarifies customer's questions or concerns about the charges on their bills

- Monitoring lobby and check-in activity to determine room flow.

Cashier at McDonald's (2019-2021)

Counter: United Arab Emirates

City: Dubai

- Supported senior cashiers in handling transactions and customer service.
- Assisted in processing transactions, ensuring quick and efficient service.
- Handled returns and exchanges, ensuring customer satisfaction.
- Participated in training sessions to enhance product knowledge and customer service skills.

## **EDUCATION**

- Regional Maritime University - Marine Engineering (2012-2016)
- Blue Crest college - Computer Programming (2016-2019)
- Holy Trinity Cathedral

## **LANGUAGES**

- English
- Twi
- GA
- Hausa

## **SKILLS**

- Identification checks
- Customer assistance
- Cash drawer management
- Cash register skills
- Basic math skills
- Inventory management
- Customer service
- Point-of-sales (POS) systems
- Digital skills (Microsoft Excel, Word, Word)

## **HOBBIES**

- Reading
- Travelling Enthusiast
- Swimming.