

# BORTEY KEZIAH BORTELE

West Legon, Accra | 059 672 2503

## PROFESSIONAL SUMMARY

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Motivated and dependable shop assistant with practical experience in retail operations, customer service, and sales support. Skilled in assisting customers, handling merchandise, and maintaining an organized shop environment. Currently completing senior high school education while gaining valuable hands-on work experience. Seeking an opportunity to contribute positively to a customer-focused organization.

## CORE COMPETENCIES

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|--|------------------------------|
| • Customer Service & Sales Support     | • Product Handling & Display |
| • Retail Operations                    | • Time Management            |
| • Communication & Interpersonal Skills | • Teamwork                   |
|  | • Honesty & Reliability      |
|  | • Willingness to Learn       |

## PROFESSIONAL EXPERIENCE

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### Shop Assistant, Kwarika Enterprise, Accra

2020 – Present

- Assisted customers with product selection and inquiries in a polite and professional manner.
- Supported daily sales activities and ensured accurate handling of goods.
- Maintained cleanliness and proper arrangement of products on shelves and displays.
- Helped monitor stock levels and reported low or out-of-stock items to management.
- Ensured a welcoming and organized shop environment for customers.

## EDUCATION

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### Okuapeman Senior High School

West African Senior High School Certificate (WASSCE) – *General Arts*  
2023 – 2025 (*In Progress*)

## LANGUAGES

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- |           |           |
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| • English |           |
| • Twi     | <b>Ga</b> |

## REFERENCE

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### Mr. John Tetteh Quaye

025 777 3020