

BORTEY KEZIAH BORTELE

West Legon, Accra | 059 672 2503

PROFESSIONAL SUMMARY

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

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

PROFESSIONAL EXPERIENCE

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

Okuapeman Senior High School

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

LANGUAGES

- English
 - Twi

REFERENCE

Mr. John Tetteh Quaye

025 777 3020