

RAFIDA ZAKARIA

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SUMMARY

Dynamic, results-driven and a highly motivated individual with over 2 years' experience in customer service and a year experience in administrative work, looking forward to be part of a bigger purpose in servitude to humanity. My zeal is fuelled by discipline and a sense of character to make a difference in every environment I find myself in. I communicate effectively in both written and oral English language. I have learnt to collaborate and abide by authority to work for the greater good of every institution I work in.

SKILLS

- Basic Python, JavaScript and Node Programming Language
- Intermediate in HTML and CSS programming language
- System analysis
- Critical thinking and problem solving

PROFESSIONAL EXPERIENCE

Lands Commission, Head office/ national service

2023 - present

Administrator, Special project unit

Manage the daily functioning of the unit. Coordinating activities including meetings (internal and external) and assisting in project management.

- Writing and ensuring the timely and accurate dispatch of unit letters and memoranda.
- Consistent follow ups of financial related memoranda to ensure the timely release of funds, making is easy to facilitate meetings and related activities.
- Making sure the unit never runs out of supplies by making timely requisitions for frequently used materials like toners, dispatch books, stapler and staple pins among others.

Tradehouse Forex Bureau, Accra, Ghana

2020 – 2022

Cashier

Processing transactions and ensuring the delivery of excellent customer services.

- Recorded daily sales accurately and timely.
- Worked as a customer care representative.
- Learned report writing and sales computation, facilitating easy and swift delivery of monthly sales report to the Bank of Ghana.
- Worked as a trainer for new employees
- Worked flexible hours and shifts to meet organizational goals.

Rafat Enterprise, Accra, Ghana

2019 – 2021

Sales representative and supervisor

- Accurate computation of sales.
- Ensured a safe and encouraging environment for other staffs.
- Bargained with wholesalers to get fair prices of goods.
- Worked as a customer care representative and a supervisor.

EDUCATION

University of Ghana

Bachelor of Arts, Information Studies and Philosophy

OTHER SKILLS AND COMPETENCIES

- Leadership skills
- Positive adaptation to change and a fast learner
- Excellent interpersonal skills