

LYDIA ANLIMAH

PROFESSIONAL SUMMARY

Dedicated, honest and hardworking professional with 4 years of banking experience. Provided customers with high level of service, privacy and confidentiality, and friendly, welcoming attitude. Handled all transactional services, including bank deposits, monetary withdrawals, financial transfers, and other bank transactions.

WORK HISTORY

Oct 2021 – Feb 2023

Cashier Team Lead, ADNOC Oasis, UAE

- Accurately check cash drawer at start and end of shift
- Maintain current knowledge of store promotions and highlights sales to customers
- Process POS transactions including cash, credit and cheques
- Maintain supply levels in counter and customer areas to meet customer demands
- Manage transaction of customers using cash register
- Manage inventory level

Cashier

- Manage transaction of customers by scanning, wrapping and bagging customers purchases
- Reconcile cash drawer at start and end of shift, accounting for errors and resolving discrepancies
- Assist customers to complete purchase and accurately check them out at the cash counter
- Upsell all promotional items on display and give out information when needed by customers
- Process return transactions
- Redeem stamps, coupons and vouchers for customers
- Resolve customers issues

2017 – 2019

Customer Service Representative / Teller, GCB Bank, Ghana

- Serve customers by completing accounts transactions
- Provide accounts services by accepting deposits and loan payments, issuing withdrawal notes
- Handling customers financial transactions
- Selling investment products to customers
- Resolving customer complaint
- Provide information to customers on basic banking services and products

2015 – 2017

Customer Service Representative / Teller, UT Bank, Ghana

- Serve customers by completing accounts transactions
- Provide accounts services by accepting deposits and loan payments, issuing withdrawal notes
- Handling customers financial transactions
- Selling investment products to customers
- Resolving customer complaint
- Provide information to customers on basic banking services and products



PERSONAL INFORMATION

Phone: 0555609093

Email: tandohabena@gmail.com

Location: Al Warqa, Dubai

EDUCATION

2014

**BSc Business Administration
(Management Option)
Central University College, Accra,
Ghana**

ON-JOB TRAINING

2021

- Health and Safety
- Fire Fighting

2022

- Advanced Customer Service
UAE

SKILLS

- Multicultural Sensitivity / Awareness
- Computer Literate
- Social Perceptiveness
- Flexibility
- Adaptability
- Prioritise Workloads
- Excellent Communications Skills (Listening, Verbal, Written)
- Highly Organized
- Active Listening
- Customer Oriented
- Interpersonal Abilities
- Teamwork