

SOLOMON ADJEI MENSAH

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EDUCATIONAL BACKGROUND

Methodist University College Ghana, Accra. BA. Business Administration – Management Studies	Sept 2015–June 2019
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Ghanata Senior High School, Accra WASSCE Certificate	Sept 2011-June 2014
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E-LEARNING COURSES

Evolve Bootcamp Data Analyst	Jan 2025 – Mar 2025
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E-Services Africa Limited Customer Services Agent Sales Representative	Aug 2022 – Sept 2022
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ACHIEVEMENTS/AWARDS

Accra Marriott Hotel, Hosting Awards	Oct 2018
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Ghanata Senior High School, Dodowa – Accra Grounds Prefect	May 2013-May 2014
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WORK EXPERIENCE

Hibiscus Restaurant	June 2023 – Nov 2023
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Restaurant Manager

Duties:

- Supervising the team to maintain the standard and making daily briefing on new directives to boost our standards and sales.
- Managing and running daily activity as a front liner and Sending of daily sales reports to senior management.

Pinnacle Impex, Achimota Assistant Manager	June 2021 – May 2022
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Duties:

- Managing day-to-day affairs of the organization and assisting with the recruitment of staff for the company.
- Supervising and monitoring of stocks for the organization, I introduce a monthly inventory for the company to reduce shortages.

- Receiving and checking goods from suppliers with respect to date, verification and quantity of goods.
- Supervising staff daily work at the shops and I introduce the use of excel sheets to fast track daily transactions.

Universal Merchant Bank, Airport City
National Service Personnel

Sept 2019-Jul 2020

Duties

- Handling of customers captured Universal Merchant Bank (UMB) card and other Banks cards
- Handling customers pin reset and pin regeneration
- Handling of customers E-commerce, cash limit, card hotting and travel notification.
- Dispatch of the departments cards, pin mailers to mailers on behalf of the branches and other Banks.
- Monitoring of UMB branches and offsite ATM's
- Calling custodians for necessary action and entering of customers' Pre-paid cards data for an update in Customer Management Systems (CMS).

Marriott International, Airport
Customer Service Specialist

Jul 2018 – Aug 2019

Duties:

- Sending daily sales reports to the accounts department.
- Assisting customers with their orders and sending of amenities to customers
- Making requests to replenish our stock items.
- Assisting the main Restaurant

Nicolino Restaurant, Airport
Waiter/Cashier & Supervisor

Jul 2014 – Feb 2017

Duties:

- Assisting customers in making orders and serving them with the right meal on time.
- Handling of cash, managing petty cash and making sales for the organization also assisting my subordinate in inventory taking and making requests to replenish our stock items.
- Supervising the team to maintain the standard and making daily briefing on new directives to boost our standards and sales.
- Managing and running daily activity as a front liner and Sending of daily sales reports to senior management.

Basfed Financial Consult, La
Field Banker

June 2014 -Jul 2014

Duties:

- Receiving customers' deposit on the field and making deposit on their behalf to the savings account.
- Sending of customers' complaint after compilation on daily bases to the main branch to assist customers.

SKILLS

- Excellent communication skills, creativity and presentation skills
- Team work spirit and Self-motivated, quick learner and always willing to improve on skills.
- IT skills: Microsoft word, Excel and Power Point
- Ability to multi-task effectively without compromising standards and quality.
- Good inter-personal relation and flexibility.

REFERENCES

- Dr. Lawrence Ahia Armah
Director
Fisheries Commission of Ghana
Tel: 0244387734
- Mr. Henry Adjirackor
Assistant Head/Card Operation
Universal Merchant Bank
Accra
Tel: 0244101077