

MATILDA AYITEY

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Personal Statement

A customer focused and enthusiastic individual, with experience in retail service and customer engagement. Known for excellent communication, strong interpersonal skills, and the ability to build trust with customers. An active listener who is skilled at understanding customer needs, and recommending suitable products for a positive buying experience. Seeking a sales representative role where I can contribute to revenue growth and deliver exceptional service.

Key Skills

- Customer service & Sales support
- Product Knowledge development
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Excellent communication
- Time management
- Adaptable
- Team Collaboration
- Active listening
- Integrity

Experience

Audit Assistant

Oct 2024 – Sept 2025

Ghana Audit Service- (National Service Person)- Accra

- Verified the authenticity of client's primary books of accounts by matching source documents like receipts, invoices, payment vouchers, and bank statements with the cash book enhancing the accuracy of the audit process by 80%.
- Provided administrative support, ensuring seamless office operations and contributing to team efficiency by 30%
- Analyzed clients Financial Statements.
- Effectively communicated with team leads and explained any discrepancies found when undertaking assignments given.
- Ensured clients compliance with accounting and auditing principles.

Shop Attendant

Jan 2021 to Aug 2023

Vimats Electrical Enterprise – Accra

- Engaged customers warmly, answered inquiries, and assisted them in selecting products, improving customer experience.
- Operated a cashbook and recorded daily cash transactions, strengthening cash control.
- Monitored and restocked inventory to improve customer satisfaction through swift product deliveries.
- Built rapport with repeat customers, contributing to improved customer retention.

Education

Bachelor of Arts, Accounting and Economics

Sept 2024

University of Ghana - Legon

WASSCE

Jun 2020

St. Mary's Girls Senior High School – Accra

Languages

English: Fluent

Ga: Fluent