



Abigail Nana Ama Essien

Date of birth: 12/09/1993 | **Nationality:** Ghanaian | **Phone:** (+356) 99963314 (Home) |

Email address: abigailessien2012@gmail.com | **Address:** Malta (Home)

● ABOUT MYSELF

An enthusiastic and detail-oriented person with experience in administrative support and customer service. Known for strong organisational skills and the ability to work well in fast-paced environments. Eager to contribute to a dynamic team and continue developing professionally.

● EDUCATION & TRAINING

30/08/2008 - 29/04/2012 - TEMA, GHANA

WEST AFRICAN SENIOR SECONDARY CERTIFICATE EXAMINATION (WASSCE) - TEMA SECONDARY SCHOOL

02/09/2012 - 08/05/2016 - LEGON, GHANA

B.A. PSYCHOLOGY AND PHILOSOPHY- UNIVERSITY OF GHANA

02/02/2026 - Current - FLORIANA, MALTA

MBA IN ENTREPRENEURS- ASCENCIA BUSINESS SCHOOL

Level in EQF: 7

● WORK EXPERIENCE

27/07/2023 - 28/08/2025 - CONTROL, GHANA

WAITRESS STAR BITE

- Welcoming customers politely and helping them find seats
- Presenting menus and explaining food or drink options when asked
- Taking accurate orders for food and beverages
- Serving food and drinks promptly and correctly

27/07/2021 - 25/04/2023 - GREATER ACCRA, GHANA

CASHIER & ADMINISTRATIVE ASSISTANT STEPS TO CHRIST ENTERPRISE

- Provided empathetic and informed guidance to customers, actively listening to their preferences and needs to recommend suitable educational and inspirational literature, fostering literacy and lifelong learning.
- Delivered excellent customer service while efficiently processing transactions and issuing receipts, ensuring accuracy and professionalism.
- Supported inventory display and book organization, promoting accessibility and a welcoming environment for all visitors.

01/04/2018 - 31/05/2021 - GREATER ACCRA, GHANA

COMMUNITY LOANS OFFICER & MOBILE BANKER DANSOMAN CREDIT UNION

- Facilitated access to financial resources by conducting needs-based interviews with community members, offering financial advice and promoting economic empowerment.

- Processed loan applications while maintaining client confidentiality and promoting financial inclusion among marginalized groups.
- Maintained meticulous records, including ledgers and balance reports, ensuring transparency and accountability in service delivery.

28/09/2017 - 28/01/2018 - GREATER ACCRA, GHANA

RECEPTIONIST & FINANCE ASSISTANT EXPERTRAVEL AND TOUR LTD

- Delivered high-quality front-line reception services, ensuring a professional and friendly environment for all clients and partners.
- Managed essential banking tasks, including cheque and cash deposits, supporting organizational financial health.
- Recorded and updated detailed financial statements, receipts, and payable records with integrity and accuracy.

● **SKILLS**

Microsoft Office | Microsoft Excel | Microsoft Word | Microsoft Powerpoint | Teamwork | Communication Skill | Customer service

● **LANGUAGE SKILLS**

Mother tongue(s): **TWI**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1