**DANIEL AWUAH AGYAPONG**

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| **personal profile** |
|  | Hardworking, enthusiastic, capable and confident individual. I am approachable, positive and motivated with a demonstrated ability to work using my initiative as well as work as part of a team. Excellent work service provision, ability to liaise well at all levels whilst picking up new skills and methods of working. Versatile and productive, I consider myself a creative individual with a keen sense of responsibility and loyalty. Seeking to pursue and utilise current skills whilst open to further training; also have great analytical prowess, which stems from group projects and presentations at masters level. |
| **key skills** |
|  | 1. Ability to work under pressure and adhere to deadlines
2. Good communication skills both oral and written
3. Great attention to detail and high levels of accuracy
4. Experience in dealing with a wide range of people
5. Organised, reliable and trustworthy
6. Excellent skills in the use Microsoft word and Excel
7. Good problem solving skills
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| **Experience** |
|  | Aug 2018 to date Countryside Properties, Dr, The Great Warley, Brentwood, CM13 3AT **(Agency Worker)*****General Site Operative*** * Assisting site manager in organising site and completing daily tasks
* Assisting Bricklayers, plumbers, painters and other trades in building new houses
* Managing waste on site and ensuring good house keeping standards
* Laying barriers and fencing to create pedestrian designated walkways in order to ensure pedestrian safety on site
* Assisting with materials storage and transfer of site equipment to site trades men

July 2018 to Aug 2018 Arthur McKay, Warehouse W, 3 Western Gateway, London, E16 1BD **(Agency Worker)** ***Site Assistant/General Labourer***1. Assisting pipe fitters and plumbers in completing daily tasks
2. Scrapping and cutting unwanted metals through the use of compressor and other specified machinery
3. Assisting with organising site for daily operations in line with company’s health and safety policies and procedures
4. Ensuring fire hazards are controlled on site by assisting clearing and creating fire exclusion zones before fire works are carried out
5. Other manual handling activities such as disposing off metal waste into designated containers as instructed by site manager

Sept 2015 to July 2018 TSB Bank PLC, 1 Harland House, 44 commercial Way, Woking, GU21 6HW & 208-210 High street, Chatham ME4 4AP***Local Banker (Personal Banker)**** Opening and managing personal current account
* Handling and resolving customer complaints
* Undertaking routine risk checks and ensuring completion of management support diary
* Reconciling Non Personal Accounts
* Undertaking personal and lending reviews of customers.
* Managing branch diary through outbound telephony
* Reconciling and Balancing ATM entries
* Reconciliations of inter counter transactions.
* Lending accreditations for loans/credit cards applications
* Accreditations for Representative access registrations.

Nov 2014 to Sept 2015, Capital Cash Ltd (Cash converters UK), 22-24 Tolworth Broadway, Tolworth, KT6 7HL***Sales Floor Manager**** Providing customers with excellent customer service and dealing with general enquiries.
* Providing customers updates on new products via email, newsletters and other social networks.
* Scheduling and assigning tasks to employees; following up on results.
* Monthly provision of pragmatic marketing strategies to enhance sales
* Achieving annual sales and revenue targets through effective pricing policy, sales promotions and adhering to budget.
* Daily submission of sales report and figures on company’s intranet
* Effective stock management through regular stock audit and proper stock cycle.

Sept 2011 to March 2014, Capital Cash Ltd (Cash converters UK) 312 Walworth road, SE17 1RF, London***Sales Advisor**** Providing excellent customer services.
* Undertaking daily inventory of specific stock.
* Attending to customers’ queries via telephone and email.
* Meeting monthly sales targets.
* Undertaking monthly layby, buyback and pawn audit.

APRIL 2011 – June 11 Afghanaid, Development House, 56-64 Leonard Street, London EC2A 4LT***Challenge Events Fundraiser/Administrator***1. Assisting my superior in organising fundraising events
2. Researching alternative avenues to promote Afghanaid’s fundraising pack
3. Assisting with the recruitment of volunteers for major events.
4. Other administrative tasks as required.
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| **Education and training** |
|  | Feb 2017 to May 2017 **NEBOSH National General Certificate in Occupational Health and Safety** * Units offered include: Management of Health and Safety, Controlling Hazards at the Workplace, and Health and Safety Practical Application.

June 2018 **CSCS (Card for Site Operative)*** Health, Safety and Environment aware course for Site Operatives

Sept 2010 to Oct 2011 **University of Westminster, London****Master of Arts (MA) International Development Management*** Essential modules include Financial Planning and Control, Data management, International Economics, Research methods and Human resource strategies.

Aug 2005 to Jun 2009 **Kwame Nkrumah University of Science and Technology, Kumasi, Ghana****Bachelor of Arts (BA) Geography and Rural Development*** Modules offered include Research methods, Rural Resource Analysis, Human Geography, Physical Geography, Medical Geography and Regional Development.

**ACHIEVEMENTS**  |

Retained on site and contract extended for showing ***hard work, commitment, diligence*** at countryside Properties, 2018

Received a ***Service Star award*** at TSB Bank Plc for great and excellent customer service, 2017

Promoted to ***Sales Floor Manager*** for consistently meeting targets and high levels of dedication and hard work at Capital Cash Limited, 2014

Awarded ***Commonwealth Shared Scholarship*** by University of Westminster, London for outstanding display of academic excellence and scholarly work, 2010/2011

Awarded a book on ***Statistical Geography*** as the best second year geography student at St. Peter’s Boys High School, 2003/2004