

**EMMANUEL TURIKUMWE**

**Email: emmanuelturikumwe@gmail.com**

**Phone number: +250783430413**  
**Muhanga - Rwanda**

**HIGHLIGHTS OF QUALIFICATIONS**

1. 9 years in cashier sector with experience.
2. Completed Bachelor of commerce in accounting
3. Fluent in English, French, Kinyarwanda and Swahili
4. Proficient in computer skills (Microsoft word, Excel, SMS, QuickBooks, WhatsApp, internet (Facebook, Instagram, Twitter...))
5. Good time-management skills go hand-in-hand in with strong organizational capabilities.
6. Adaptability.
7. Communication.
8. Driving license Category B and F.

• **Responsibilities:**

- Handle cash, credit, or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Redeem stamps and coupons
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Make sales referrals, cross-sell products, and introduce new ones
- Resolve customer complaints, guide them, and provide relevant information
- Bag items carefully
- Greet customers when entering or leaving establishment
- Maintain clean and tidy checkout areas
- Keep reports of transactions
- Process returns and check to see if items are damaged
- Answer customers' questions and get a manager if answer doesn't solve the issue
- Provide excellent customer service to ensure satisfaction

• **Administration and supervision:**

- Detail-oriented, efficient and organized professional with extensive experience in accounting systems.
- Possess strong analytical and problem-solving skills, with the ability to make wellthought out decisions.
- Excellent written and verbal communication skills.
- Highly trustworthy, discreet and ethical.
- Resourceful in the completion of projects, effective at multi-tasking.

### EDUCATION BACKGROUND

- Bachelors Of Commerce with Honors (Accounting), 2010 - 2013.  
University of Rwanda (Former Umutara Polytechnic).
- Advanced General Certificate of Secondary Education (Sciences Humaines), 2006 - 2008.  
Nyakabanda Secondary School - Muhanga,  
Rwanda

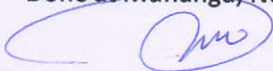
### PROFESSIONAL EXPERIENCE

POST	INSTITUTION	DURATION
Principal cashier	Polyclinique Médicale la Providence	From 2022 up today
Cashier	ETS SILIMU - BUKAVU	May 2015 - Oct 2020

### REFERENCE

1. **Pelin MUTANGUHA:** Lecturer at University of Rwanda
  - **Phone:** 0788462013
  - **Email:** p.mutanguha@ur.ac.rw
2. **Frederic RUKERA:** Fleet Administrator
  - **Phone:** 0788544158
  - **Email:** abgfleet@abgafrica.com
3. **Muhire Claude:** Director of finance at Polyclinique Médicale La Providence Ltd
  - **Phone:** 0788283213
  - **Email:** claudemuhire88@gmail.com

Done at Muhanga, November 8<sup>th</sup>, 2024



Emmanuel TURIKUMWE