

ALFRED UNEKWU ATTAH

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SUMMARY

Organized and results-driven Administrative Management professional with experience in office operations, executive support, client relations, documentation, team coordination, and stakeholder communication. Skilled in managing administrative tasks, coordinating activities, preparing reports, and supporting management to ensure efficient business operations.

WORK EXPERIENCE

Administrative Manager / Acting Branch Manager — Highbridge Group

Abuja

April 2026- Present

- Oversee daily administrative and operational activities of the Abuja branch, ensuring efficient workflow and service delivery.
 - Coordinate staff, delegate responsibilities, monitor performance, and ensure timely completion of assigned tasks.
 - Prepare and submit daily, weekly, and monthly administrative, operational, and performance reports to management.
 - Manage official correspondence, documentation, records, communications, and confidential company information.
 - Coordinate meetings, client engagements, presentations, staff activities, and other branch events.
 - Maintain accurate and organized records of clients, prospects, business activities, reports, and administrative documents.
 - Serve as a key liaison between management, staff, clients, partners, and external stakeholders, ensuring effective communication.
 - Monitor outstanding tasks, enquiries, meetings, and operational issues, ensuring timely follow-up and resolution.
 - Support management in implementing company policies, procedures, strategic initiatives, and operational directives.
 - Coordinate office resources and administrative requirements while identifying operational challenges and recommending practical solutions.
 - Support recruitment, onboarding, staff orientation, attendance monitoring, and overall workforce coordination when required.
 - Assist with business development, corporate outreach, proposal preparation, presentations, and other company initiatives.
 - Handle client and stakeholder enquiries professionally, escalating issues where necessary and ensuring appropriate resolution.
 - Provide management with regular updates on branch performance, staff activities, client engagements, operational challenges, and pending actions.
 - Represent the branch professionally during corporate meetings, client engagements, business activities, and external stakeholder interactions.
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Sales Manager/Admin Manager — Silverbird Cinemas Abuja

May 2025 – April 2026

- Coordinate daily administrative and operational activities across marketing, client engagement, team coordination, and business development.
- Maintain accurate records of clients, prospects, correspondence, meetings, engagements, and follow-up activities.
- Coordinate communication between management, staff, clients, partners, and external stakeholders.
- Prepare reports, presentations, proposals, and business documentation while providing management with timely activity and performance updates.
- Organize meetings, client engagements, corporate events, and business development activities, ensuring effective follow-up and execution.
- Support team coordination, departmental planning, performance monitoring, and timely completion of assigned tasks and deliverables.
- Handle client enquiries and professional correspondence across telephone, email, social media, and other communication channels, ensuring appropriate resolution and escalation.

Client Relationship Officer — Polaris Bank, Abuja

Jun 2023 – May 2025

- Managed relationships with existing and prospective customers.
- Promoted banking products and services to meet customer needs.
- Drove customer acquisition, retention, deposits, and revenue growth.
- Handled customer enquiries, complaints, and account-related requests.
- Supported account opening, customer onboarding, and KYC documentation.
- Identified cross-selling and upselling opportunities to increase business revenue.
- Maintained accurate customer records and ensured compliance with bank policies and procedures.

Client Relationship Officer — Guarantee Trust Bank, Abuja

Mar 2022 – Apr 2023

- Built and maintained strong client relationships
- Handled high-volume communication efficiently
- Worked closely with internal teams to ensure smooth operations
- Maintained updated knowledge of services and policies

Sales Representative - Jiji ng. Abuja

Feb 2021 – Jan 2022

- Managed e-commerce marketplace activities, including product listings and online sales support.
- Handled customer enquiries, lead follow-up, and buyer/seller communication.
- Maintained accurate customer and transaction records while supporting daily marketplace operations.
- Supported online business activities and contributed to customer engagement and sales growth.

Classroom Teacher (NYSC) — Nigeria

Feb 2020 – Mar 2021

- Developed strong communication, mentoring, and people management skills
- Managed groups and maintained structured daily activities

Sales & Management — Fashion Press Boutique, Lokoja.

Nov 2019 - Jan 2020

- Assisted customers, managed inventory, and exceeded sales targets.
- Promoted brand awareness and ensured high customer satisfaction

EDUCATION

Bachelor of Science in Political Science

Federal University Lokoja

Senior School Certificate — Global College Ojokodo

First School Leaving Certificate — St. Anthony Nursery & Primary School

CORE ADMINISTRATIVE SKILLS

- Administrative Management
- Executive Support
- Office Operations & Coordination
- Calendar & Schedule Management
- Correspondence & Communication
- Report Preparation & Documentation
- Records & Database Management
- Meeting Coordination & Follow-up
- Client & Stakeholder Management
- Team Coordination & Supervision
- Staff Support & Onboarding
- Office Filing & Documentation
- Customer Service Management
- Operational Planning
- Performance Monitoring
- Internal & External Communication
- Problem Solving & Decision Making
- Microsoft Office Suite
- CRM & Digital Communication Tools
- Time & Priority Management.

TECHNICAL SKILLS

- Google Workspace (Docs, Sheets, Drive)
 - Microsoft Office (Word, Excel, PowerPoint)
 - CRM Tools
 - Email & Calendar Management
 - Social Media & WhatsApp Communication
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PROFESSIONAL CERTIFICATIONS

- Administrative Assistant - Alison (2026)
- Employee Management (Human Resource) - Alison (2026)