



NAH AKERE-NWEI MBAH

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PROFESSIONAL SUMMARY

Seasoned, dependable and highly responsible Office Administrator, with exceptional prioritization skills capable of organising heavy workloads for maximum efficiency. Committed to establishing a productive work environment and resolve complaints and disputes.

Willing to take on any task to support team and help business succeed.

Dedicated professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

Stays on top of demands in fast-paced environments by effectively using slow periods. Maintains organized, clean, and safe work areas with diligent attention to important details.

SKILLS

- Self-motivated, engaging, positive and result-driven.
- Excellent organizational and time management skills.
- Ability to maintain the highest degree of discretion and confidentiality.
- Clear communication and writing skills.
- Good knowledge of the Cameroon Labour law.
- Calm Under Pressure
- Team Management
- Quality Assurance
- Customer Service
- Proficient in the office package (MS Word, Excel, PowerPoint & Outlook).
- Ability to organize tasks simultaneously, prioritize work and ensure tasks are completed within deadlines.
- Ability to work under pressure.
- Strong interpersonal skills and ability to communicate with variety of people in a multi-cultural environment.
- Flexible and Adaptable
- Excellent Communication
- Remote Office Availability
- Basic Math
- Dependable and Responsible
- Attention to detail and ability to work independently with minimal supervision.
- Honest, reliable and trustworthy.
- Fluent in English & good working knowledge of French.
- Good management skills and ability to guide and support people.
- Analytical and Critical Thinking
- MS Office
- Social Perceptiveness
- Clerical Support

EXPERIENCE

Head of General Administration /Human Resources

February 2014 - November 2020

NMI Education Sarl | Yaounde, Cameroon

- Provide assistance on a wide range of complex HR queries and follow up actions
- Identify evolving needs of the company and recommend changes in HR processes and procedures
- Supervise the day –to-day operations of the Administrative Department
- Analyse and respond to various internal and external queries, to ensure that employees are well-informed
- Hire, train and appraise employees in the administrative department and taking corrective actions when necessary
- Review and compile a variety of data on staff recruitment and selection, contractual conditions, entitlements, performance and training requirements
- Support and orientate on-boarding for new staff joining the company
- Prepare a range of HR documentation required for the specific area of work (e.g
- Employment contracts, transfer/separation letters, training-related documents, etc.) Co-ordinate the maintenance of confidential personnel records, HR databases and archives, to ensure data and files are accurately stored and updated
- Monitor staff deployment and handle related administrative actions including preparation of reports, to support efficient HR service enabling management to respond quickly to issues
- Ensure the office is stocked with necessary supplies and that all equipment are working and properly maintained
- Work with the Accounting and management teams to set budgets, monitor spending and process other expenses.

Human Resources Officer

February 2006 - January 2013

UNICS PLC | Cameroon, Cameroon

- Support the Human Resource Manager in the development & communication of policies companywide
- Receive job applications, screen & propose a list in line with the recruitment policy for eventual tests & interviews
- Prepare interview Score sheets for interview panel and analyse results at the end and submit to Line Manager for validation
- Confirmation of past employer reference for experienced hires
- Assist in the evaluation of staffing needs of the institution / Undertake coaching sessions of staff when the need arises
- Responsible for employee registration at the National Social Insurance Fund (CNPS)
- Prepare Internship offer letters and attestations to academic and professional interns
- (Letter Attestation – Allocation per Unit – Renewal – Exit – Filing – Supervisor notification) Carry out other assignment given by the Supervisor.

Assistant and Administrative Support

NMI Education Sarl | Yaounde, Cameroon

- Assist Top Management in carrying out its tasks (making appointments, organizing meetings, receiving visitors, organise travels, etc.)
- Write memos or correspondences based on oral or handwritten instructions
- Organize various meetings and activities as required (conferences, meetings, workshops, etc.) Perform secretarial tasks (telephone management, reception, processing and recording of correspondence, drafting of official notes, etc.)
- Organize management team meetings
- Provide administrative support to staff as required in the performance of various tasks

- Planning, scheduling and promoting office events including meetings, conferences, interviews, orientations and training sessions
- Supervision of the Receptionist and reception in general
- Provide a courteous welcome to all visitors and direct them appropriately to the persons visited
- Produce periodic (monthly, quarterly and annual) activity reports for Top Management
- Carry out all tasks assigned by the hierarchy.

Customer Service Officer / Account Relationship Officer

UNICS PLC | Cameroon, Cameroon

- Ensure excellent and respectful client reception
- Provide first-hand information to visitors and clients
- Notify, clarify and advise customers on account situation and new bank products
- Keep record of customer interactions and transactions
- Manage complaints and customer enquiries efficiently and respond promptly
- Assessing the credit worthiness of customers
- Opening of bank accounts
- Orientate new staff and interns on company's loan policies.

Teller/Chief Teller

UNICS PLC | Cameroon, Cameroon

- Ensure the collection of correct bank notes from customers
- Ensure clients transactions are treated in to the right accounts
- Make payments /deposits ordered on payment vouchers
- Journalize transactions and submit daily reports to supervisor
- Balance currency, cash and checks in cash box and vault with the transaction records in the system
- Assist in Marketing activities, fund collection, and account opening as required in the job
- Train and provide orientation for new staff, interns or trainees in the bank.

Communications Manager

January 2021 - Current

Hosanna group | Douala, Cameroun

- Developed efficient work schedules for support staff to optimize productivity.
- Trained new employees in office systems, policies, and procedures.
- Oversaw facility maintenance tasks including repairs, cleaning services, and safety inspections.
- Assisted human resources department in recruiting, interviewing, and onboarding new staff members.
- Created presentations for executive team meetings using PowerPoint or other presentation software.
- Ability to conceive interesting ideas for new content and deliver the right content for the right platform
- Strong analytical and problem-solving skills, attention to detail and works well under deadlines.
- Managed daily office operations and streamlined administrative procedures.
- Collaborated cross-functionally to tackle and resolve wide-ranging business issues.

EDUCATION

Diploma on Human Resources Management Alison Online Academy, Galway	November 2023
Certificate on Administrative Assistance Alison Online Academy, Galway	July 2023
Bachelor of Science Degree in Journalism & Mass Communication University of Buea, Cameroon	January 2003
Advance Level - Art Government bilingual high school DEIDO, DOUALA	June 1999
Ordinary Level - Art Government bilingual high school DEIDO, DOUALA	June 1997

TEL

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REFERENCES

- Mr Jackson C. NFORGWEI, Pioneer Executive Director, NMI Education Sarl, +237 677689486, Jnforngwei@gmail.com
- Mr SONFACK Nicholas, Pioneer Director of Finance, NMI Education Sarl, songfacknic@yahoo.fr
- Mr ASHU ELVIS Nkwa, UNWFP Senegal, +221 784400566, Elvis.ashu@wfp.org

LANGUAGE

ENGLISH
Proficient (C2)

FRENCH
Beginner (A1)