NNEKA LYNDA EDEH

Team Lead / Operations, Sales & Administration Professional

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PROFESSIONAL SUMMARY

Team Lead with over a decade of experience across administration, sales, customer service, and operations, spanning legal, engineering, and agro distribution sectors. Progressed from Secretary to Personal Assistant/Receptionist to Branch Manager, most recently earning an early promotion from Sales Personnel to Branch Manager at a multi branch agro distribution company. Skilled in supervising staff, payroll administration, expense tracking, staff training, policy compliance, and stakeholder coordination, with proficiency in Excel and ERP systems and growing skills in data analytics. Brings strong written and spoken English and a consistent record of taking on greater responsibility across different industries.

WORK EXPERIENCE

Branch Manager, Jofez Agro, Abagana Branch *January 2026 to October 2026*

- Promoted from Sales Personnel to Branch Manager within two years, ahead of the typical track, based on sales and operational performance.
- Provided full administrative and operational leadership for a branch of a multi branch agro distribution company: sales, customer service, staff supervision, and day to day administration.
- Ran branch payroll, prorating pay by actual working days in line with group wide company policy.
- Tracked and reported branch expenses in Excel, supporting group wide expense accountability reviews.
- Delivered staff training on veterinary drug products to maintain product and safety standards across the team.
- Responded to and implemented findings from a company wide operations review led by the Director, covering expense accountability, branch profitability, and internal communication policy, including flagging a staffing disparity between branches for management's attention.

Sales Personnel and Customer Service, Jofez Agro *2024 to 2025*

- Handled sales, customer service, and day to day support for the branch, building the performance record that led to early promotion into branch leadership.

Personal Assistant / Receptionist, Unosonic Engineering Ltd *2017 to 2023*

- Provided administrative and executive support over a six year tenure: correspondence, scheduling, and front office operations.
- Served as first point of contact for clients and visitors, coordinating across departments to resolve requests.

Secretary, Ezeanowai Law Chambers *2012 to 2016*

- Managed office administration, document handling, and client correspondence in a professional services environment.

EDUCATION

Bachelor's Degree in Business Administration, In Progress
University of the People, California, US. Online study, pursued under one of the university's scholarship programmes. Coursework includes Basic Economics & Accounting, English Composition, and Globalization.

CORE SKILLS

Team Leadership & Supervision • Sales & Customer Service • Payroll Administration • Expense Tracking & Reporting • Policy Implementation & Compliance • Staff Training & Development • Executive & Administrative Support • Cross Department & Stakeholder Coordination • Microsoft Excel • ERP Systems • Data Analytics (in progress) • Business Level English (Written & Spoken)