Attah Lovelyn Stephen Patrick
Brand & Customer Experience Specialist | Hospitality & Retail Marketing

Professional Summary Results-driven and customer-centric professional with a strong background in administrative operations, client relations, public engagement, and inventory control. Adept at creating exceptional customer experiences, executing targeted local community marketing, managing product freshness/cold-chain compliance, and driving foot traffic and sales growth. Combines meticulous record-keeping and team coordination with high emotional intelligence to build customer loyalty, lead point-of-sale engagement, and elevate brand reputation within competitive retail and hospitality environments in Abuja.

Core Competencies & Key Skills

- **Customer Experience & Engagement:** Client retention, front-of-house management, handling feedback, active listening, and delivering high-satisfaction interactions.
- **Local Community Marketing & Campaigns:** Outreach, word-of-mouth promotion, drive-to-store activations, event support, and customer loyalty management.
- **Product Handling & Quality Assurance:** Strict adherence to storage standards (cold chain experience), FIFO inventory rotation, and visual presentation/merchandising.
- **Operations & Admin Support:** Precise record-keeping, daily logs, sales support, multi-departmental coordination, and strict compliance with operational standards.

Professional Experience

Front Desk & Customer Relations Officer | Nigeria Police Clinic, Makurdi
2024 – 2025

- Served as the primary brand touchpoint for over 50+ visitors and clients daily, delivering excellent frontline service, prompt inquiry resolution, and warm hospitality.
- Managed daily record-keeping and registration processes, maintaining high standards of data accuracy, confidentiality, and operational efficiency.
- Gathered client feedback and managed intake inquiries, utilizing insights to improve service delivery and ensure a welcoming customer environment.
- Collaborated with cross-functional teams to streamline daily foot-traffic flow, minimizing wait times and elevating overall visitor satisfaction.

Operations & Community Outreach Assistant (SIWES) | Federal Medical Centre (FMC), Jalingo

2023

- **Cold Chain & Product Integrity Unit:** Monitored temperature-sensitive goods and storage units, enforcing strict compliance standards, inventory logging, and quality control protocols directly applicable to perishable retail/bakery goods.

- **Public Relations & Health Unit:** Supported local community engagement drives, promotional health campaigns, and public sensitization programs, developing practical skills in grassroots audience engagement and brand communication.

- Maintained structured departmental documentation, tracking inventories, and supporting administrative workflows.

Education & Credentials

- **Bachelor's Degree (B.Sc.)** — Taraba State University, Jalingo (2024)

- **Senior Secondary Certificate Examination (SSCE)** — Henry L. Porter Secondary School, Takum (2017)

- **National Youth Service Corps (NYSC)** — Discharged / Completed (2026)

References

Available on Request.