

# PORTIA OFFEI NYARKO

## EXECUTIVE ASSISTANT

Accra, Greater Accra 233 ◆ +233 543 738 524 ◆ offeibeaportia0@gmail.com

### PROFESSIONAL SUMMARY

Detail-oriented and highly organized Executive Assistant with 3+ years of progressive experience in virtual administrative support, client communication, and executive-level coordination. Proven track record in multi-channel customer support (phone, email, text), calendar management, and contract processing with 90-92% customer satisfaction rates and 100% documentation accuracy. Expert in Google Workspace (Calendar, Docs, Sheets, Gmail) and CRM systems with experience managing complex schedules, coordinating appointments, and tracking permits and administrative workflows. Skilled in processing contracts, following up on estimates, and managing day-to-day operations with minimal supervision. Self-motivated remote professional with reliable home office setup and excellent verbal and written English communication skills, capable of delivering exceptional results independently across time zones.

### SKILLS

- Remote customer support (phone, email, chat)
- Customer relationship management
- Schedule coordination and calendar management
- Data entry and database management
- Google Workspace: Docs, Sheets, Drive, Calendar, Gmail
- Professional phone etiquette and email management
- Multi-channel inquiry management
- Professional communication across time zones
- Document preparation and management
- Contract processing and permit tracking
- Excellent written and verbal English communication
- Multi-tasking and prioritization

### EXPERIENCE

#### Remote Customer Service Representative (Contract), 06/2025 - 09/2025

##### Confidential E-commerce Client – Accra

- Provided comprehensive remote customer support for online retail operations, working 20 hours per week from home office in Accra.
- Managed 40+ weekly customer inquiries across multiple channels (email, phone, chat)
- Responded to customer emails with average response time under 2 hours
- Handled inbound customer calls professionally, resolving issues on first contact

- Achieved and maintained 90% customer satisfaction rating throughout contract period
- Provided product information, order status updates, and technical support
- Processed customer orders with 100% accuracy, ensuring correct product details and shipping information
- Tracked order fulfillment and proactively communicated delays or issues to customers
- Maintained detailed customer interaction records for quality assurance
- Collaborated with remote team members using digital communication tools
- Managed email queue efficiently, prioritizing urgent requests
- Successfully worked independently with minimal supervision across different time zones
- Maintained consistent productivity and quality standards in remote environment
- Utilized reliable home office setup with backup internet and power solutions
- Demonstrated strong self-management and time management skills
- Maintained 90% customer satisfaction rating over 3-month contract
- 100% order processing accuracy with zero errors
- Consistently exceeded weekly inquiry targets by 15%
- Successfully managed remote work schedule with reliable attendance

**Executive Assistant, 09/2023 - 08/2025**

**Golden Angels Travel Consultancy – Weija, Greater Accra**

- Answered and directed phone calls, emails, and SMS communications with 30-second average response time
- Scheduled and coordinated meetings, appointments, and travel arrangements for team and clients
- Processed travel documentation, contracts, and maintained accurate client records with zero errors
- Coordinated with government offices and embassies for permit and visa processing
- Handled multi-channel communications professionally and efficiently across 200+ client relationships
- Managed data entry with 100% accuracy over 2 years
- Maintained 92% customer satisfaction rate managing 200+ relationships

**Customer Service Representative, 09/2022 - 08/2023**

**KFC Ghana (Mascó Food Services Limited) – Accra, Greater Accra**

- Provided administrative support and customer service in high-volume, fast-paced restaurant environment.
- Answered and directed 50+ daily phone calls and inquiries professionally
- Processed administrative requests and documentation with 95% accuracy rate
- Maintained detailed interaction logs and records for organizational purposes
- Coordinated schedules and supported office operations
- Collaborated effectively with team members during peak periods
- Managed multiple priorities simultaneously in fast-paced environment
- Exceeded performance targets by 15% through efficient task management

- Reduced task resolution time by 20% while maintaining quality standards
- Maintained 95% accuracy rate in high-volume environment

#### **Administrative Intern, 09/2020 - 06/2021**

##### **Crystal Palm Hotel – Greater Accra**

- Provided administrative support in hospitality environment requiring coordination with multiple departments.
- Provided comprehensive administrative support including scheduling and documentation
- Answered phone calls and emails, directing inquiries appropriately
- Maintained organized records and filing systems
- Coordinated with multiple departments for smooth operations
- Assisted with report preparation and administrative documentation
- Achieved 98% satisfaction rating through professional support
- Coordinated 50+ administrative requests with zero errors
- Successfully managed multiple priorities in fast-paced environment

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#### **CERTIFICATIONS & TRAINING**

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Advanced Excel for Business Analytics – Udemy Certified (2023)

Customer Success Management Certificate – Udemy (2023)

Professional Customer Service Excellence – Industry Training (2022)

Business Administration Training – Accra Technical University (2021)

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#### **EDUCATION**

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##### **Higher National Diploma (HND): Hospitality and Tourism Management, 01/2022**

##### **Accra Technical University - Accra, Ghana**

- Relevant Coursework:
- Business Communications
- Service Operations Management
- Customer Relations Management
- Office Administration

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#### **ADDITIONAL INFORMATION**

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- Location: Accra, Greater Accra, Ghana
- Remote Work Setup: Fiber internet (25 Mbps), backup mobile hotspot, dedicated workspace, backup power
- Availability: Available to start immediately

- Work Authorization: Ghanaian citizen
- Time Zone Flexibility: Willing and able to work U.S. business hours (EST/PST)