

PAUL AKPORARHE

Experience: 5+ Years | **Availability:** Immediate | **Location:** Abuja, Nigeria (Remote)

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Portfolio: <https://paul-portfolio-git-main-paul-akporarhes-projects.vercel.app>

GitHub: <https://github.com/lashakp>

Hugging Face: <https://huggingface.co/lashakp>

LinkedIn: <https://www.linkedin.com/in/paul-akporarhe>

PROFESSIONAL SUMMARY

Versatile and detail-driven professional with 5+ years of experience spanning customer engagement, sales operations, data analysis, and digital solutions. Proven ability to work in fully remote environments, manage structured workflows, and translate complex information into clear, actionable outputs.

Combines strong client-facing communication skills with hands-on technical experience in data cleaning, analysis, automation, web scraping, and dashboard reporting. Known for reliability, accuracy, and thoughtful execution across customer support, administrative, and analytical roles. Passionate about building systems that scale, improve decision-making, and deliver measurable value.

CORE SKILLS

- Remote Operations & Administrative Support
- Customer Support & Client Communication
- Data Cleaning, Validation & Documentation
- Excel Dashboards, Reporting & KPI Analysis
- CRM Documentation & Workflow Discipline
- Web Scraping & Data Acquisition
- Text-to-Speech (TTS) Integration
- Python for Data Analysis
- Process Optimization & Accuracy Control

- Cross-Functional Collaboration
 - Independent Remote Work
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PROFESSIONAL EXPERIENCE

Upskill Universe — Remote Business Mentor

Remote | June 2021 – Present

- Provide structured, one-on-one virtual support to entrepreneurs and professionals, helping them clarify goals, analyze challenges, and make informed decisions.
 - Break down complex topics into practical, easy-to-understand guidance across business operations, tools, and strategy.
 - Maintain clear documentation of sessions, follow-ups, and progress tracking to ensure continuity and accountability.
 - Support clients using analytics tools, spreadsheets, and CRM-style tracking to monitor performance and outcomes.
 - Operate independently in a fully remote environment with high consistency, responsiveness, and professionalism.
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Omeife Technologies — Digital Solutions Intern (Data & Operations)

Abuja | Sept 2024 – Aug 2025

- Supported digital projects involving **data acquisition, documentation, and analysis** to improve business intelligence and operational decision-making.
 - Executed **web scraping workflows** to collect structured datasets for market research and competitive analysis, including data cleaning and validation.
 - Contributed to **Text-to-Speech (TTS)** solutions by configuring APIs, preparing text inputs, generating audio outputs, and supporting integration into engagement workflows.
 - Prepared internal documentation and reports used by technical and business teams.
 - Collaborated across teams to ensure accuracy, clarity, and reliable information flow.
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Airtel Nigeria — Territory Sales Manager

Lagos | Feb 2020 – May 2023

- Managed high-volume customer and corporate client interactions, handling inquiries, objections, and service issues with professionalism.
 - Conducted structured needs assessments and guided clients through appropriate solutions.
 - Maintained accurate records of client interactions, follow-ups, and performance metrics.
 - Produced territory and performance reports to support management decisions.
 - Coordinated with internal teams to ensure smooth service delivery and customer satisfaction.
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Guinness Nigeria Plc — Sales Representative

Abuja | Jan 2016 – Nov 2018

- Engaged daily with customers and distributors, addressing questions, resolving issues, and building trust.
 - Supported product visibility, distribution tracking, and outlet relationships.
 - Delivered consistent service quality while managing multiple customer interactions.
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SELECTED PROJECTS (Portfolio Highlights)

- **Excel Sales Inventory Dynamic Dashboard Project:** End-to-end data cleaning, KPI creation, PivotTables, PivotCharts, slicers, forecast, conditional formatting and executive-style dashboard reporting using messy real-world data.
- **Data Cleaning & Analysis Projects:** Standardized dates, corrected numeric inconsistencies, recalculated metrics, and produced structured analytical outputs.
- **Web Scraping Projects:** Automated data extraction and validation workflows for structured datasets.
- **Automation & Forms:** Built Excel VBA-based data entry forms to improve data accuracy and workflow efficiency.

(Full details available in portfolio.)

EDUCATION

B.Sc. Economics

Benue State University, Makurdi | 2011 – 2016

CERTIFICATIONS

- **Level 5 Certificate in Data Science — CPN-NSQ**
Certificate ID: CPN/NSQ/24128594 | Awarded: Nov 2025
 - **Google Fundamentals of Digital Marketing | Sept 2023**
 - **Google Hustle Academy Certification | Mar 2023**
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LANGUAGES

- English — Fluent