

# SANDRA OFORI

VIRTUAL ASSISTANT & ADMINISTRATIVE PROFESSIONAL



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Accra, Ghana

## Personal Statement

Motivated Virtual Assistant with strong administrative support, client relations, and remote coordination skills. Extensive experience in Ghanaian professional settings and multiple online courses. Proficient in virtual office management, communication tools, and customer service for efficient remote support.

## Career Objective

Seeking a challenging Virtual Assistant role to use my remote administrative, client relationship, and digital communication skills. Eager to contribute to organizational efficiency and growth in a dynamic remote environment from Ghana.

## Educational History

### Bachelor of Arts: Business Administration

University of Ghana, Accra, Ghana  
08/2018 – 08/2022

Honors: Second Class Upper Division

### Online Professional Development Courses

Various Platforms (Coursera, Udemy, LinkedIn Learning)  
2021 - Present

- Virtual Assistant Mastery Certification
- Digital Marketing Fundamentals
- Advanced Microsoft Office Suite
- Remote Team Collaboration Tools
- Social Media Management

## Work History

### Freelance Virtual Assistant

## **Self-Employed, Accra, Ghana**

03/2022 - Present

Providing virtual administrative and client support to international clients across time zones. Requires strong organization, communication, and technical skills for remote task management.

- Managed email and calendar scheduling using Google Workspace and Outlook
- Handled data entry, document preparation, and formatting
- Coordinated virtual meetings with agendas and minutes
- Conducted online research and compiled reports
- Managed social media accounts and content calendars
- Provided email and chat customer support
- Organized digital files and cloud storage solutions

### **Quantifiable Achievements:**

- Managed tasks for 5+ clients with 100% on-time completion
- Reduced document retrieval time by 40% with new filing system

## **Administrative Assistant**

### **Prime Business Solutions, Accra, Ghana**

09/2021 – 02/2023

Supported office operations while transitioning tasks to digital platforms in a hybrid work environment.

- Managed physical and digital filing systems
- Handled front desk operations and appointment scheduling
- Assisted digital transformation from paper to cloud
- Coordinated travel and expense reports
- Supported marketing team with data and CRM
- Trained junior staff on digital tools

### **Quantifiable Achievements:**

- Reduced office supply costs by 15% with digital tracking
- Improved meeting efficiency by 25%

## **Customer Service Representative**

### **Ghana Telecom Services, Accra, Ghana**

06/2020 – 08/2021

Provided customer support in telecommunications, developing communication and problem-solving skills.

- Managed customer inquiries via phone, email, and chat
- Resolved billing disputes and service issues
- Maintained CRM records of customer interactions
- Assisted with technical troubleshooting
- Participated in team training sessions

- Provided feedback on customer issues

### Quantifiable Achievements:

- Achieved 95% customer satisfaction rating
- Resolved 90% of issues on first contact

## Skills

### Virtual Assistance Skills

Skill Area	Proficiency Level
Email & Calendar Management	 Expert
Online Research	 Expert
Data Entry & Management	 Expert
Virtual Meeting Coordination	 Expert
Social Media Management	 Advanced
Document Preparation	 Expert

### Technical Skills

- Microsoft Office Suite
- Google Workspace
- Zoom/Teams/Skype
- Slack/Discord
- Trello/Asana
- Canva
- CRM Software
- Cloud Storage Management

### Communication Skills

- Professional Email Writing
- Virtual Meeting Facilitation
- Active Listening
- Client Relationship Management
- Cross-cultural Communication

### Organizational Skills

- Time Zone Management
- Task Prioritization
- Digital File Organization
- Multitasking
- Deadline Management

### Language Proficiency

Language	Proficiency	Reading	Writing	Speaking
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English	Fluent			
French	Intermediate			
Spanish	Basic			
Twi	Native			

## Certifications and Training

### Online Professional Development:

- Virtual Assistant Mastery Certificate - Online Business School (2023)
- Google Workspace Administration - Coursera (2023)
- Social Media Marketing Specialization - Facebook Blueprint (2022)
- Project Management for Virtual Teams - Udemy (2022)
- Customer Service Excellence - LinkedIn Learning (2021)
- Digital Communication Tools Certification - Alison (2021)

## Projects

### Virtual Office Setup & Management

Designed virtual office systems for three small businesses with email management, digital filing, and communication protocols. Improved operational efficiency by 35%.

### Online Course Portfolio

Completed 15+ online professional development courses while working full-time, showing strong self-motivation and time management.

## Interests and Hobbies

- Continuous Learning through Online Courses
- Digital Technology Trends
- Community Volunteer Work
- Exploring Ghanaian Cultural Heritage
- Reading Business and Productivity Books
- Networking with Virtual Professionals

## References

Available upon request.