

BLOSSOM AUGUSTINE

Virtual Administrative Assistant | Executive Support | Remote Operations
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PROFESSIONAL SUMMARY

Detail-oriented and proactive Virtual Administrative Assistant with demonstrated expertise in email management, calendar coordination, and remote business operations. Proven track record of processing 50+ daily emails with zero inbox backlog, maintaining conflict-free scheduling across multiple stakeholders, and managing 200+ record databases with full accuracy. Proficient in Google Workspace, Microsoft Office, Trello, ClickUp, Notion, Slack, Zoom, and Calendly. Recognized for strong time management, confidentiality, and the ability to streamline workflows so executives and distributed teams can focus on high-impact priorities.

CORE COMPETENCIES & TOOLS

Administrative: Email & Inbox Management, Calendar Coordination, Appointment Scheduling, Meeting Facilitation

Data & Research: Data Entry & Accuracy, Spreadsheet Management, Online Research, Record Keeping

Soft Skills: Attention to Detail, Time Management, Confidentiality, Proactive Problem-Solving

Operations: Workflow Optimization, Task Prioritization, Project Coordination, Document Management

Communication: Executive Support, Client Communication, Follow-up Management, Email Template Development

Tech Stack: Google Workspace, MS Office, Trello, ClickUp, Notion, Slack, Zoom, Calendly

PROFESSIONAL EXPERIENCE

Virtual Administrative Assistant — Freelance / Independent Practice *January 2026 – Present*

Remote

- Streamlined inbox operations by processing and triaging 50+ emails daily via Gmail labels, filters, and priority flags — achieving a consistent inbox-zero workflow and reducing average response time.
- Executed end-to-end calendar management for multiple stakeholders using Google Calendar and Calendly, proactively resolving conflicts and maintaining zero scheduling errors across all engagements.
- Optimized administrative workflows by designing and maintaining task boards in Trello and ClickUp, improving team visibility and on-time completion of recurring operational tasks.
- Built and maintained a 200+ record contact database in Google Sheets with zero data errors, applying standardized formatting and lookup formulas to improve search efficiency by 40%.
- Drafted, edited, and managed professional client communications including inquiry responses, onboarding sequences, meeting confirmations, and follow-ups — maintaining a consistent brand voice throughout.
- Conducted structured online research and compiled actionable findings into organized reports using Google Docs and Microsoft Word, supporting executive decision-making.

KEY ACHIEVEMENTS

- Inbox Zero Overhaul:** Cleared a 300+ email backlog by applying Gmail filters, labels, and priority logic — eliminated 100% of unread backlog and created a reusable inbox management framework.
- Calendar System Design:** Built scheduling workflows in Google Calendar and Calendly with recurring reminders and conflict resolution protocols — resulting in zero missed appointments.
- Database Optimization:** Standardized a 200+ row contact database in Google Sheets, removed duplicates, and implemented lookup formulas — improving data retrieval efficiency by 40%.
- Email Template Library:** Developed 10+ reusable templates for inquiries, follow-ups, onboarding, and scheduling — cutting communication drafting time by an estimated 60%.

CERTIFICATIONS

Virtual Assistant Certification — Vsavvy Academy *February 2026*

Coursework: Google Workspace, Email Management, Customer Support Fundamentals, Remote Work Best Practices

EDUCATION

Bachelor of Science in Nursing (Undergraduate) *Expected 2028*

Methodist University, Accra, Ghana

Relevant Coursework: Health Communication, Patient Documentation, Medical Ethics, Healthcare Management

Note: Healthcare background enhances value for medical practice VA roles and health-adjacent administrative support.

LANGUAGES

English — Advanced / Professional Proficiency