



PROFESSIONAL PORTFOLIO

Samuel Katta

Administrative Operations • Customer Support • Business Systems

REMOTE ADMINISTRATION • CUSTOMER CARE • DIGITAL OPERATIONS

I help people move through work with less confusion. My experience combines remote administrative support, patient customer communication and hands-on digital systems building — with careful records and reliable follow-through at the centre.

PROFILE SNAPSHOT

1+ year of remote administrative assistant experience

Customer support, follow-up and applicant guidance

Business systems, workflow improvement and web apps

Confidential records, professional documents and spreadsheets

Administrative Assistant Certificate • Applied Business student • Digital systems builder

Brigham Young University-Idaho | BYU-Pathway Worldwide | Njala University

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A practical operator who also builds the tools

I work where administration, customer service and technology overlap. I support people, keep records organised and build practical tools that make the next step clearer.

Professional profile

I have 1+ year of remote administrative experience with Pay-It-Forward, a U.S.-based zero-interest loan nonprofit. I handle customer questions, repayment reminders, applicant guidance, interaction records and confidential files.

My project work extends into business systems and web apps. Through DortiGo and a school-management platform, I have worked with subscriptions, attendance, payments, tickets, permissions and automated communication. My certificate adds formal training in records, documents, spreadsheets, communication, time management and accounting basics.

What I bring

- I explain next steps clearly and patiently.
- I keep accurate records and protect confidential information.
- I follow work through instead of leaving loose ends.
- I can move between customer needs, business rules and digital tools.

CORE CAPABILITIES

CUSTOMER SUPPORT

Email/chat support, guidance, follow-up

ADMIN OPERATIONS

Records, files, documents, organisation

BUSINESS SYSTEMS

Process mapping, service workflows

DIGITAL WORKFLOWS

Apps Script, portals, automation

DOCUMENTS & DATA

Professional documents, spreadsheets

ACCESS & CONTROL

Roles, permissions, secure actions

Experience and selected work at a glance

REMOTE ADMINISTRATION

Customer support, follow-up and confidential recordkeeping.

DORTIGO ECO SERVICES

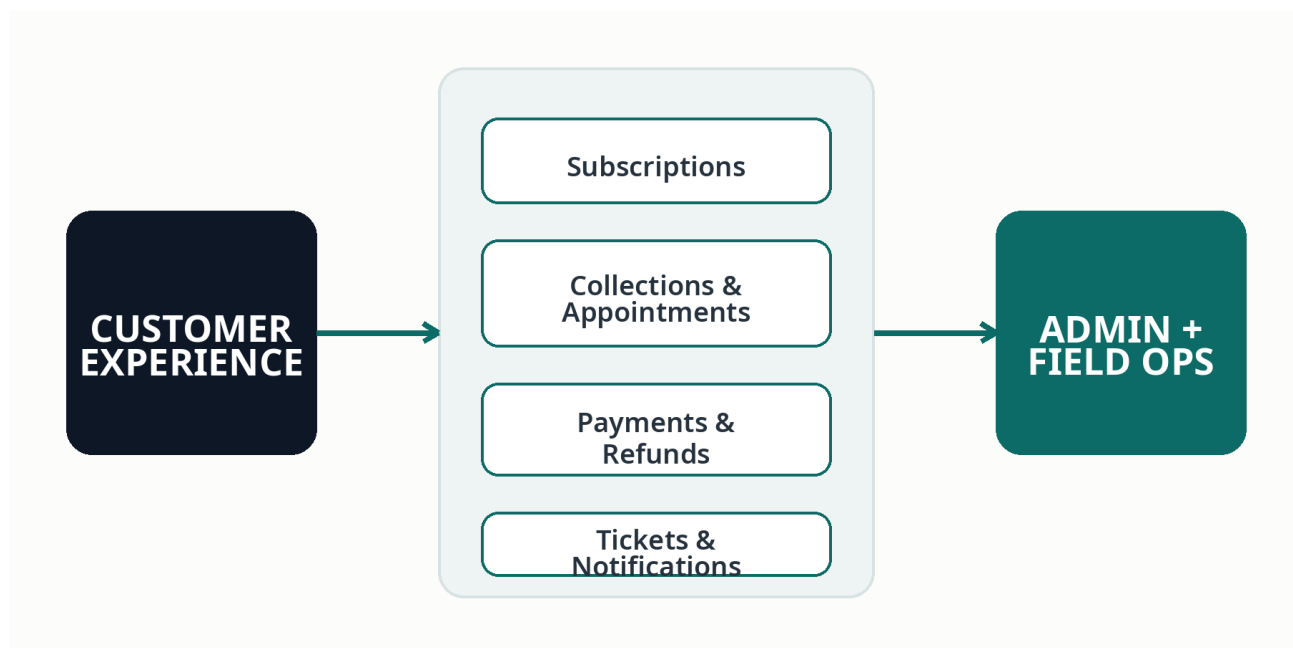
Business model + customer/admin service platform.

SCHOOL & ATTENDANCE SYSTEMS

Role-based school operations, attendance and QR workflows.

DortiGo Eco Services

DortiGo began as a practical response to a local waste-management problem. I helped shape both the service model and the digital platform needed to run it — from subscriptions and collections to customer support and staff follow-up.



One service workflow connecting customers, operations, finance and support.

720+

resident responses in validation

5

community chiefs engaged

2,500+

household addressable market

THE CHALLENGE

The difficult part was coordination. Customers needed dependable service and clear updates, while staff needed a practical way to schedule work, track payments, handle requests and follow up.

MY RESPONSE

I mapped the customer journey and back-office tasks, then built a web platform linking sign-up, subscriptions, collections, appointments, payments, tickets and staff operations.

THE VALUE

The result is a connected workflow where customer activity and staff actions sit in the same operating model, making follow-up and service coordination easier to manage.

From a local service idea to a working operating model

DortiGo taught me to think in handoffs, not just screens. A customer request has to move to the right staff member, a payment has to be recorded correctly, and each person needs to know what happens next.

CUSTOMER EXPERIENCE

Customer portal, service plans, subscriptions, collection requests, appointments, support tickets, status tracking and service updates.

OPERATIONS & SUPPORT

Admin portal, subscriber search, collection schedules, field-team task visibility, customer-support workflows and follow-up tracking.

PAYMENTS & COMMUNICATION

Payment recording, refund-approval steps, duplicate/excess-payment handling, subscription notices and appointment approval or rejection messages.

ROLES, SECURITY & GOVERNANCE

Role-based visibility, protected actions, staff account setup, password-reset workflows and permissions designed around what each team member actually needs to do.

Business-model thinking

- A household subscription plan from NLe50/month, with negotiable plans for businesses and institutions.
- Customer discovery and community validation before trying to scale the service.
- A service model built around recurring collections, customer communication and clear operational responsibility.

Digital toolkit used

- Google Apps Script and spreadsheet-backed workflows for business operations.
- HTML, CSS and JavaScript for responsive customer and staff portals.
- Automated email, status and approval logic.
- AI-supported prototyping, testing, prompt design and customer-support knowledge preparation.

School Management & Attendance Platform

I designed the school platform around the people who would actually use it: administrators, teachers, students and parents. The goal was to give each person a clear view of the information and actions relevant to their role.



Attendance • QR kiosk • Timetables • Assignments • Exams • Finance

ACADEMICS

Classes, subjects, timetables, assignments, exams, results and report cards organised around day-to-day school work.

ATTENDANCE

Daily attendance with searchable class workflows and QR-kiosk capability for quicker check-in.

PORTALS

Separate student, parent and staff experiences so each user sees the information relevant to them.

TEACHER WORKFLOW

A "My Class" view bringing together student records, class information, teaching tasks and day-to-day to-dos.

ACCESS & CONTROL

Admissions, student records, staff information, finance notices, reporting and general school operations.

SECURITY

Temporary passwords, reset and recovery flows, failed-login controls, role permissions and protected areas.

The decisions behind a dependable workflow

Most problems show up after the “happy path.” I learned to look closely at missing data, permissions, recovery steps, handoffs and the small edge cases that can make a system confusing or unreliable.

Examples of problems I have tackled

- Role-based navigation so staff see the tools they need without exposing actions outside their responsibility.
- Keeping customer and admin portals inside one web application while maintaining clear routing and protected internal screens.
- Fixing dropdown and lookup flows where staff depend on reliable, searchable class, subscription or customer data.
- Creating user accounts, temporary passwords and recovery steps that are practical for first-time users.
- Triggering the right message after renewals, expiries, approvals, rejections, ticket updates and refund decisions.
- Designing support workflows around resolution rather than simply logging that a message was received.

HOW I THINK ABOUT A SYSTEM

USER

Who needs to do what?

RULE

What must be allowed, blocked or validated?

DATA

What information should be stored and reused?

FLOW

What happens before and after each action?

FEEDBACK

How does the user know what happened?

CONTROL

How can administrators review, correct and audit it?

Three principles I apply

CLARITY

Make the next action obvious to the person doing the work or asking for help.

CONTROL

Use permissions, validation and review points where mistakes or unauthorised actions would matter.

CONTINUITY

Leave enough status and history for the next person to continue without starting the investigation again.

Administrative training I use in real work

My Administrative Assistant certificate gave structure to skills I now use in practice: professional communication, recordkeeping, time management, documents, spreadsheets and basic accounting. Good administration is often quiet work — the information is accurate, the follow-up happens, and people know what comes next.

Administrative Assistant Certificate

Brigham Young University-Idaho

Completed 16 August 2025 • Administered through BYU-Pathway Worldwide

Certificate learning outcomes

- Basic understanding of accounting principles used in office and business settings.
- Time management and meeting planning for organised follow-through.
- Interpersonal communication in a professional setting.
- Records management for accurate, accessible information.
- Professional word-processing documents that support efficient, consistent office work.
- Professional spreadsheets used to organise, visualise and solve business problems.



ADMINISTRATIVE ASSISTANT

Certificate awarded by Brigham Young University-Idaho • 2025

How this strengthens my work

ORGANISE

I use structured follow-up and careful records so customer conversations, files and next actions do not get lost.

COMMUNICATE

I explain next steps in plain language, whether I am helping a customer begin an application or following up on a repayment.

PRODUCE

Professional documents, spreadsheets and accounting basics give me a stronger foundation for day-to-day administrative work.

Remote support with disciplined follow-through

For more than a year at Pay-It-Forward, I have supported customers remotely through questions, repayment reminders, application guidance and confidential recordkeeping. I bring the same discipline to project work: understand the need, record the details, follow through and leave the next step clear.



CUSTOMER & SERVICE OPERATIONS

- Customer support
- Applicant guidance
- Follow-up & reminders
- Interpersonal communication
- Service/process mapping
- Stakeholder communication

DIGITAL & TECHNICAL

- Google Apps Script
- HTML / CSS / JavaScript
- Spreadsheet-backed systems
- Role-based access patterns
- Web deployment & debugging
- AI-assisted prototyping

ADMINISTRATION & DELIVERY

- Time & meeting management
- Records & interaction logs
- Professional documents
- Spreadsheet problem-solving
- Basic accounting principles
- Confidential file handling

Where I can contribute

MAP

Understand the request and capture the important details.

BUILD

Make the next step clear for the customer, colleague or user.

IMPROVE

Follow up, check the outcome and correct what did not work.

OPERATE

Record the result so the work can continue without losing context.

Building a career around service, administration and useful systems

My education, remote administrative experience and project work are coming together around one kind of contribution: helping people stay organised, communicate clearly and improve the way everyday work gets done.

Education

Administrative Assistant Certificate

Brigham Young University-Idaho • Completed August 2025

BYU-Pathway Worldwide

Bachelor's degree in Applied Business - in progress.

Njala University

Bachelor's degree in Political Science - in progress.

Professional interests

- Administrative assistant & operations support
- Customer support & client service
- Business operations & process improvement
- Digital implementation & project support
- Product / service operations support

WHY MY PROJECTS MATTER

My projects are evidence of how I work: I ask what people are trying to do, where information gets lost and what would make the process easier to follow.

I am still early in my career, but I already bring real remote administrative experience, hands-on project work and a habit of staying with a problem until the next step is clear.

LET'S CONNECT

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