

SAMUEL KATTA

Administrative Assistant | Customer Support | Operations Support

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PROFESSIONAL SUMMARY

Administrative and customer-support professional with 1+ year of remote experience supporting customers for Pay-It-Forward, a U.S.-based zero-interest loan nonprofit. Skilled in customer communication, repayment reminders, applicant guidance, confidential recordkeeping, and file management, with hands-on experience improving business workflows and building practical digital systems for service and school operations. Known for patient communication, accurate records, and consistent follow-through.

CORE SKILLS

Administrative Support • Customer Service • Email & Chat Communication • Applicant Guidance • Follow-Up & Reminders • Records Management • Confidential File Handling
Professional Documents • Spreadsheets • Time Management • Meeting Planning • Basic Accounting • Process Improvement • Workflow Automation

PROFESSIONAL EXPERIENCE

Remote Administrative Assistant

1+ Year

U.S.-based zero-interest loan nonprofit • Remote

- Respond to customer questions through chat and email, explaining requirements clearly and helping people understand the next step in the process.
- Send repayment reminders with practical tips that help borrowers stay on track with their zero-interest loan repayments.
- Reach out to new customers and guide them through how to get started with their loan applications.
- Maintain accurate records of chats, emails, follow-ups, and customer details so information can be retrieved and continued without losing context.
- Organize digital files and handle customer information with strict confidentiality and care.

SELECTED PROJECT EXPERIENCE

DortiGo Eco Services — Business & Digital Operations Project

- Developed a service model and web-based workflow connecting subscriptions, collections, appointments, payments, support tickets, staff tasks, permissions, and automated customer communication.
- Used customer and community validation to shape pricing, customer journeys, and back-office processes for a waste-management service concept.

School Management & Attendance Platform — Systems Project

- Designed role-based workflows for administrators, teachers, students, and parents covering attendance, QR check-in, timetables, assignments, exams, records, and account access.
- Worked through permissions, password recovery, searchable data, and process handoffs to make everyday school operations easier to follow.

EDUCATION & CERTIFICATION

Administrative Assistant Certificate — Brigham Young University-Idaho, administered through BYU-Pathway Worldwide

Completed August 2025

Bachelor's Degree in Applied Business — BYU-Pathway Worldwide

In Progress

Bachelor's Degree in Political Science — Njala University

In Progress

DIGITAL SKILLS

Google Apps Script • HTML / CSS / JavaScript • Spreadsheet-Backed Workflows • Web-App Testing & Debugging • Role-Based Access Patterns • Automated Email & Status Workflows