

# ANTÓNIO RIBEIRO FERRÃO

Results-Driven Executive Assistant Specializing in Remote Support

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## PROFILE SUMMARY

Highly organized and results-oriented Executive Assistant with five years of proven track record of providing senior executives comprehensive administrative and project support. Expertise in managing calendars, scheduling meetings, handling travel arrangements, and coordinating with internal and external stakeholders. I am seeking a challenging opportunity to manage and lead large projects where my advanced skills, education, extensive training, and many years of experience can be fully utilized.

## SKILLS HIGHLIGHTS

|  |                                  |                                 |
|--|----------------------------------|---------------------------------|
| Administrative Operations                    | Customer Service                 | Records Management              |
| Executive Support                            | Office Administration            | C-level Acumen                  |
| Multi-Calendar Management                    | Database Management              | Data Entry & Analysis           |
| Travel Management                            | Process & Standards Improvements | Strategic Leadership            |
| Event/Meetings Management                    | Relationship Management          | Coordination & Collaboration    |
| Critical Thinking & Attention to Detail      | Complex Problem-Solving          | Effective Decision Making       |
| <b>Languages:</b> <i>Portuguese</i> (Native) | <i>English</i> (Native)          | <i>Spanish</i> (Conversational) |

## PROFESSIONAL EXPERIENCE

**Personal Executive Assistant** | [EXP- Realty – USA · Remote](#) **Sept 2022 – Present**

- Provide comprehensive administrative support, managing calendars, appointments, and correspondence for optimal efficiency
- Handle data entry, document management, and information retrieval, ensuring organized and streamlined virtual office operations
- Manage bookkeeping, invoicing, payment processing, and expense tracking, ensuring meticulous financial record-keeping
- Research industry trends, potential clients, and competitors, effectively supporting strategic business development initiatives
- Curated engaging content and managed social media accounts, fostering meaningful interactions with followers
- Streamlined travel logistics for company events, ensuring seamless coordination of accommodations and arrangements
- Coordinate diverse events, managing logistics for meetings and conferences, ensuring successful on-site support

### **Key Accomplishments**

- Automated tasks with Zapier, boosting accuracy and productivity, saving 5 hours weekly on manual efforts
- Resolved customer inquiries with a 20% faster response time, fostering exceptional client relationships consistently
- Revolutionized team communication with Slack, reducing email volume by 15%, and enhancing overall efficiency by 10%

**Business Analyst** | [Thematic – USA · Remote](#) **Feb2024 – Mar2024**

- Articulated Thematic's unique value proposition and customized cold outreach to leads
- Managed time autonomously to complete multiple projects in an asynchronous three-week program
- Conducted in-depth competitor analysis, identifying gaps in the market and proposing innovative solutions

### **Key Accomplishments**

- Conducted comprehensive market research to identify emerging trends and opportunities within the industry

**Data Analyst** | [Credera – USA · Remote](#) **June 2023 – Aug 2023**

- Conducted comprehensive data analysis, extracting insights to inform strategic decision-making processes
- Managed time efficiently to meet project deadlines, ensuring timely and accurate delivery of analytical outcomes
- Applied consulting expertise to interpret data trends, providing valuable insights for optimizing business strategies
- Utilized Microsoft PowerPoint and Word to present and document data findings for effective communication
- Facilitated remote collaboration through adept video conferencing tools, enhancing team communication and productivity

### **Key Accomplishments**

- Improved data accuracy by 25%, optimizing decision-making processes and bolstering strategic initiatives

**Executive Assistant** | [Hoop Brothers – FL, USA · Remote](#) **Aug 2022 – Nov 2022**

- Facilitated executive scheduling, managed calendars, and coordinated travel, ensuring seamless organizational operations
- Maintained database and records systems, upholding meticulous organization standards for comprehensive error-free records
- Assisted in creating and distributing meeting materials, reports, and presentations, ensuring effective collaboration
- Prepared and submitted executives' expense reports, demonstrating meticulous attention to detail and financial accountability
- Engaged in special projects and various administrative tasks, demonstrating adaptability and commitment to organizational success

### **Key Accomplishments**

- Streamlined executive scheduling, reducing conflicts by 30%, and optimizing efficiency in appointments & meetings coordination

→ Implemented database enhancements, increasing record accuracy by 20%, and ensuring comprehensive, error-free documentation

**Administrative Account Assistant** | [Phoenix Insurance Company Ltd. – Maputo, Mozambique](#) **Mar 2018 – June 2021**

- Established precise sales goals, forecasting annual quotas, and projecting sales volumes for new and existing products
- Ensured data accuracy by collaborating with various departments, and cross-checking dubious data entries for thorough verification
- Supported financial operations, managing invoices, tracking expenses, and contributing to budget management processes
- Managed communications, handling emails, calls, and mail, promptly responding or directing as necessary for efficiency
- Crafted insightful visual representations, utilizing charts, graphs, and dashboards to communicate data findings effectively

**Key Accomplishments**

→ Improved administrative efficiency, reducing task completion time by 20% through streamlined processes and organization

**Customer Service** | [Tala Services Ltd. – Maputo, Mozambique](#) **Apr 2017 – May 2019**

- Proficiently addressed customer inquiries, concerns, and complaints via phone and email for enhanced communication
- Analyzed and resolved customer issues, offering tailored solutions with continuous follow-through until full resolution
- Addressed customer complaints, finding effective solutions to ensure satisfaction and maintain positive relationships
- Identified opportunities for upselling and cross-selling, maximizing revenue, and enhancing customer experience when suitable
- Cultivated positive customer relationships by providing personalized attention and exceeding expectations with genuine care

**Key Accomplishments**

→ Boosted customer satisfaction by 20%, implementing initiatives derived from solicited feedback for enhanced experiences

→ Streamlined interdepartmental collaboration, resolving customer issues and improving overall service efficiency by 15%

## EDUCATION

**Bachelor of Environmental Engineer** | [University of Eduardo Mondlane – Maputo, Mozambique](#)

**Junior Business Management** | [University of Eduardo Mondlane – Maputo, Mozambique](#)

## CERTIFICATION

**CRM** | [Resultados Digitais University – Florianópolis, Brasil](#)

**Green Skills Passport** | [EY & Microsoft](#)

**Customer Success** | [Resultados Digitais University – Florianópolis, Brasil](#)

**Project Management** | [Google Online](#)

**Email Marketing** | [HubSpot Online](#)

**Data Analysis** | [Google Online](#)

**Soft Skills** | [West England IoT](#)