

Loretta Quashie

Mobile Contact: +1 519 7600668 | Email:
lorettaquashie@gmail.com

Objective

Detail oriented and organized Project Coordinator with 2 years of experience in providing high-level support to project team and stakeholders. Skilled in managing schedules, coordinating meetings, projects and maintaining efficient project deliverables. Proven track records of maintaining the high standard and goal attainment driven towards success of the team.

Core Competence

- Organizational Skills: Maintain detailed records of project activities, documents and progress
 - Communication Skills: Strong verbal and written communication with team members and stakeholders.
 - Time Management: Prioritizing tasks to meet deadlines effectively.
 - Technical Proficiency: MS Office Suite (Word, Excel, PowerPoint, Outlook, Project), Google Workspace, CRM systems, Service Now, Gantt Up
 - Data Management: Accurate data entry, recordkeeping, and file organization
 - Teamwork and collaboration: Supporting the project manager to achieve team goals.
 - Problem-Solving: Ability to work independently, manage priorities, and meet project deadlines.
 - Budgeting and Resource Management: Ensuring proper resource allocation to meet project needs.
-

Professional Experience

Technical Support Specialist

May 2025 – present

Stratix Corporation, Canada Remote

- Forefront of delivering exceptional support for our proprietary software and hardware products

- Deliver first tier support for troubleshooting and resolving software and hardware issues both internal and external
- Accurately document all support interactions in the call tracking/ticketing system (Service Now), ensuring timely follow-ups and managing escalations to technical and non-technical resources
- Provide excellent customer service on every call (five9), ensuring outstanding verbal communication and professionalism
- Stay up to date with the tools provided, capture and document effective solutions to contribute to the knowledge base

Technical Specialist

January 2025 – August 2025

Apple Store, Conestoga Mall, Waterloo, Ontario

- Support customers having Apple product or software issues with, using all tools and resources provided by Apple
- Troubleshoot, diagnose, and resolve service concerns for select Apple hardware and software
- Stay up to date on Apple products, services, and Genius Bar repair processes to support efficient and high-quality repairs.
- Provide excellent service to Apple customers by seeking to understand their needs, identifying ownership opportunities, presenting product and service recommendations, and educating customers on relevant ways to buy
- Support customers facing activities on or off the sales floor

Product Specialist

May 2024 –January 2025

Apple Store, Conestoga Mall, Waterloo, Ontario

- Expertly identify and analyze customer needs, providing tailored solutions to enhance their experience with Apple products.
- Collaborate with team members to ensure smooth store operations and deliver exceptional customer service.

- Successfully advise customers on product purchases, achieving sales targets through upselling and cross-selling techniques.
- Assist customers with the setup and troubleshooting of their new Apple products, ensuring a seamless and positive experience.
- Build and maintain strong relationships with customers, fostering loyalty and repeat business.
- Demonstrate the ability to think quickly and solve problems, even in changing conditions, to ensure a smooth process.

Project Coordinator

Meridian Port Services Ltd, Tema Ghana

January 2022 – April 2024

- Monitored and updated project schedules to ensure deadlines are met.
- Assigned tasks to team members and tracking progress
- Acted as the point of contact between project managers, team members, and clients.
- Prepared reports on project progress, budgets, and timelines for management review.
- Collaborated with project managers to develop mitigation strategies.
- Assisted in monitoring project expenses and staying within budget.
- Tracked milestones and deliverables to ensure they align with the project timeline.
- Reviewed deliverables to ensure they meet project quality requirements.
- Supported the project manager by handling administrative and logistical tasks.

Administrative Assistant / Customer Service Representative

Meridian Port Services Ltd, Tema Ghana

November 2019 – December 2021

- Frontline executive responsible for the firsthand services dispatch and requests resolution for clients' import and export freight operations.
- Ensured successful organization of meetings and events with the optimum utilization of resources.
- Managed calendars, scheduled meetings, and coordinated travel arrangements for

executives and staff.

- Received all client relevant documentation and assisted in resolving client queries.
- Checked in Navis 4.0 software to ensure the client's unit are within the MPS freight station.
- Assisted clients in generating export invoices, raising their import invoices, checking their release, and advising containers using Navis and ICUMS systems.
- Supported event planning and logistics for company meetings and conferences.
- Served as the first point of contact for office visitors and handled incoming calls and emails.

Administrative Assistant

September 2018 – August 2019

Vanguard Life Assurance, Accra, Ghana

- Reached out to companies, institutions, and individual clients to educate them on our policies through presentations.
- Assisted with processing customer requests, such as policy updates, claim inquiries, and payment follow-ups.
- Tracked policy renewals, cancellations, lapses, and notify customers or agents accordingly
- Prepared weekly schedules and reports for both client visits and reports with Microsoft Office tools.
- Managed calendars and scheduled meetings for managers and team members.

Education

Post Graduate Diploma in Project Management

December 2024

Conestoga College, Guelph campus Canada.

Certificate in Procurement Management

July 2021

University of Ghana Business School (UG-BS), Accra, Ghana

BSc. Dairy and Meat Science Technology

June 2018

Kwame Nkrumah University of Science and Technology (KNUST), Kumasi, Ghana

Certifications

Basic Training in MS Excel (Business Evolution Systems & Training Ltd, June 2021)

Basic Training in MS Outlook (Business Evolution Systems & Training Ltd, July 2021)

Total Customer Solution (Zane Institute Consult, 2022)

Lean Level 2 (MPS, 2023)

Introduction to Cybersecurity (Cisco Networking Academy, 2023)

Sustainability Strategies (LinkedIn, 2024)

Lean Onboarding (MPS, 2022)