

CHIMANKPAM WILLIAMS UZOMA

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SUMMARY

Detailed-oriented operations manager with over 7 years of experience leading teams in healthcare, education, and consulting. Applied communication, organization, and project management skills to save employers time and money. Strong collaboration and management skills. Experience using Jira, MS Visio, Spreadsheet, other MS packages and project management tools to track assignments.

EXPERIENCE

Project/Operation Manager Pallium Canada (Ottawa, ON)

Oct 2021- Nov 2022

- Lead the development of the foundational policies, guidelines and other documents that outline managers of operations of CSR with a strong emphasis on best practices.
- Ensure Management and employees' full understanding of business needs, auditing compliance, tracking progress toward goals, and measuring analytics.
- Assist in performing impact and cost-benefit analysis based on the project's schedule, specifications, and budget.
- Performed risk analysis on identified business risks and recommended a mitigation plan leading to a 30% increase in profitability.
- Perform process GAP analysis between the current state and future state requirements.
- Executed business process redesign, mapping, and identifying opportunities for process improvements for core online learning operations and increasing performance by 30%.
- Led a team of 4 on a project utilizing remote work and project management tools in the planning and implementation of the operation improvement focus on delivering organization services to our customers.
- Coordinate and participate in project meetings with vendors and stakeholders.

Operations Manager Ubenwa Intelligence Solutions Inc (Ottawa, ON)

Feb 2021- Sept 2021

- Provide training and oversight functions on data quality control to partners and associates in 3 facilities.
- Provided supervisory functions to a team of 15 members overseeing the implementation of research work on product testing.
- Prepared strategic plans, work plans, policies, and SOP for customer service management.
- Supervise the management of clients' requests for customer service policies, procedures, and best practices.
- Continuously monitored and evaluated processes to find areas of improvement, significantly improving the client experience by 45% by advising resource allocation.
- Analyzed and documented end-to-end business processes and functional requirements, covering multiple divisions, resulting in the established standard business process.

**Senior Operation Manager
Incubator Africa (Lagos, NG)**

Feb 2018- Apr 2020

- Assist with the development of annual budgets, operational standards, and strategic business goals.
- Facilitate the development of the annual budget, operational processes, and strategic business goals, devising tailored proposals for increased efficiency, and reduced operating costs while mitigating production or supply chain issues.
- Engage in high-level negotiations, generate lucrative contracts, and build beneficial partnerships with clients via regular, productive communication.
- Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
- Perform stakeholder engagement analysis using RACI MATRIX for the 3 projects communicating, translating, and simplifying business requirements to ensure buy-in from all stakeholders.
- Identified and recommended opportunities to update or improve service procedures to senior management.
- Assessing change proposals and defining solutions to help the 5 organizations undergoing incubation and acceleration achieve their goals.

**Senior Business Operations Analyst
Centre for Public Policy Alternatives (Lagos, NG)**

Jan 2016- Dec 2017

- Performed in-depth research and analysis to help 10+ companies stay ahead of their competition.
- Led 4 business analysts in documenting client requirements and implementing all parts of the product lifecycle, serving as the liaison between clients and team to ensure alignment with goal.
- Managed a team of 4 that compiled data using data visualization and Excel, working to infer meaningful insights that improved organizational processes by over 80% for several companies.
- Documented all business processes and operating procedures from scratch for an early-stage startup.
- Elicit business requirements, interpret estimated costs from the EMR vendors, and documented the business requirements and documented vendor requirements to meet the project goal.
- Perform process GAP analysis between the current state and future state requirements.
- Coordinate and participate in project meetings with vendors and stakeholders.
- Developed KPIs, and tracked KPI progress, presenting reports and insights to C-suite managers and stakeholders.

Project Operations Officer

Rhemacare Integrated Dev. Partnership (Port Harcourt, NG)

Jan 2015- Dec 2015

- Supervised a team of 36 members in designing, testing and implementing a national youth survey covering 12 states of Nigeria from all 6 geopolitical zones and focused on evaluating the national youth policy and national youth leadership.
- Developed SOW, and training manuals, and conducted training for Site Admins, Practice Advisors, and Physicians as well as presentations for targeted audiences.
- Developed, designed, and supervised the implementation of 2 national evaluation research projects on nutrition and health and inequities worth \$70,000 by the International Potato Centre
- Compiled and wrote the end-of-project report for the implementation of the SHIPS4MARPS project in 5

LGAs in Rivers State.

- Provided program support for the Implementation of the LOPIN-1 project in the enrollment of OVCs in 2 LGAs with a 70% enrollment.

Project Officer

Support for Mankind Development Initiative (Port Harcourt, NG)

April 2013- Dec 2014

- Managed a team of 12 volunteers in the implementation of a malaria social mobilization program in 2 LGAs in River State where we reached over 1,600 households.
 - Initiated the implementation of the active finding of new TB cases in an urban slum in Port Harcourt.
 - Worked with the team that delivered on the project that studied inequalities among women in the extractive and service sector funded by IDRC
 - Develop white papers and research publications on Nigeria's youth, health policy and nutrition.
 - Execution, communication, and dissemination of project findings to all stakeholders.
 - Stakeholders' management of all projects under the youth and health policy research group
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EDUCATION

- Master of Business Administration-Business Analytics (MBA, Carleton University)- Ongoing
- Master of Public Health- Health Policy and Management (MPH, University of Ibadan)- 2016
- Bachelor of Science-Human Anatomy (BSc, University of Port Harcourt)-2011

CERTIFICATION/MEMBERSHIP

- Chartered Institute of Project Management – Chartered Project Management Professional (CPMP) 2013
- International Institute of Business Analysis - Certified Business Analyst (CBAP®) 2023