

MBUOTIDEM EDEMENANG

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PROFESSIONAL SUMMARY

- Motivated and detail-oriented professional with experience in office administration, relationship management, and hands-on experience in analytical skills, multitasking, providing organizational support, effective communication, and proficiency in Microsoft Office suite (Word, Excel, and PowerPoint) built from experience with Urim Software Solutions and Welfare and Self-Reliance Services.
- Recently completed bachelor's degree in Business Management, with experience working as a member of a team or independently as required as well as a basic understanding of project management principles and methodologies including stakeholder management, training facilitation, interpersonal skills, event planning, research, and project closing, acquired from experience at Idaho Business Center and Seamate Protective Services.
- Independently handled full cycle sales and customer onboarding in a fast-paced environment as well as managed key customer accounts and collaborated with cross-functional teams with a willingness to learn and communicate the unique value proposition of the client's businesses with a strong focus on accuracy for each software application built and sold at Urim Software Solutions.

SKILLS

Trello, Microsoft Teams, Digital Customer Support (Mobile & Web Applications), Inbound Contact Center Support, Stakeholder Management, Effective Communication, Cross-functional team management, CRM Software, Microsoft Office Suite (Word, Excel, PowerPoint), Complaint Management & Ticketing, Cloud Accounting (Quick books).

EXPERIENCE

04/2023 to 06/2023 **Team Lead Business Research Intern (Remote)**

Idaho Business Center

- Developed and built strong, productive working relationships with client's internal stakeholders, and cross-functional teams
- Led client meetings and participated in the preparations and adjustments of project scope, business plan, business model canvas, and marketing plans to meet the demand of stakeholders.
- Assigned project tasks and conducted post-implementation follow-ups to solicit valuable feedback from key stakeholders, enabling further enhancements in project quality.
- Prepared project status reports at each project phase for key stakeholders within and outside the organization to enable efficient phase review.

06/2020 to 04/2023 **Customer Success Manager (Remote Contract)**

Urim Software Solutions

- Closely participated in all aspects of the digital product development lifecycle, including customer usage, improved engagement strategies, customer reviews, and service improvement.
- Assisted IT project managers to serve as the primary delivery executive for each project phase and handled client engagement, managing financials, and overall project documentation.
- Collaborated with cross-functional teams on all testing and implementation activities, ensuring that all phases/aspects of testing were covered to meet the unique value proposition of each client's application.
- Reviewed weekly interactions to identify and glean insights and identify opportunities and customer pain points to include in weekly management reports for process improvements.

04/2021 to 06/2022 **Operations Manager (Part-Time)**

Seamate Protective Services

- Managed inventory and supply chain operations to achieve timely and accurate delivery of goods and services.
- Enhanced customer satisfaction by establishing clear communication channels and addressing concerns promptly by improving the customer processing systems.
- Facilitated the training of service agents within and outside the organization in effective customer service, teamwork, and collaboration leading to increased client referrals.
- Supervised operations staff and kept employees compliant with company policies and procedures.

04/2017 to 03/2020 **Customer Support Specialist**

Welfare And Self-Reliance Services-Africa West

- Managed dairies and customer information and progress using Microsoft dynamics which in turn increased customer accountability and loan repayment by 20%.
- Implemented and maintained administrative systems and procedures leading to swift and effective job performance and teamwork.
- Facilitated trainings and workshops to enhance skills of job seekers and employees leading to a 50% increase in workplace performance and career advancements.

01/2014 to 03/2015 **Volunteer Customer Service Representative**

Perpetual Education Fund (Call Centre)

- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Answered inbound calls, chats, and emails to facilitate customer service and escalated customer concerns, issues, and requirements to supervisors for immediate rectification.
- Conducted post-implementation follow-ups to solicit valuable feedback from customers, enabling further enhancements in service quality.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

EDUCATION

Bachelor of Science: Applied Business Management

Brigham Young University-Idaho 2024

PERSONAL DEVELOPMENT

Project Management Certification (In-view)

References Available Upon Request.