

Ugochi Happiness Udonsi

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PROFESSIONAL SUMMARY

A multiskilled result-oriented professional with years of experience and training in enhancing operations by conducting in-depth research and analyses and implementing impactful changes. I Possess over 2 years of training and experience in using research tools and applications such as SPSS and STATA with practical experience in qualitative and quantitative research methods. I have demonstrated ability in conducting interviews, coding, and writing summaries, and am versed in administrative and support services. I am committed to driving evidence-based decision-making and delivering innovative solutions to complex policy challenges. Additionally, I have over 5 years of experience in team management between 5 and 20 people with excellent organizational, planning, and coordinating skills.

CORE STRENGTHS

- Research & Surveys
- Planning/organizational Skills
- Active listening skills
- Empathy
- Report writing
- Adaptability
- Conflict resolution
- Data collecting technique
- Team player
- Ability to work independently
- Data validation
- Communication skills

PROFESSIONAL EXPERIENCE

Data Collection Clerk, Statistics Canada (**Security Clearance-** Reliability Status till December 2024) 2023-Till date

- Conducts data gathering activities using various interviewing techniques, methodologies, and technologies in support of statistical programs.
- Receives incoming calls from respondents on the virtual call system, and answers queries/questions and assists in completing surveys.
- Prepares and completes reports covering own work activities.
- Develops and maintains good relations with respondents and obtains agreement on survey completion.
- Performs quality assurance checks and ensures the timely submission of materials to Regional Offices.
- Update the content of mail out files, input new case files, survey and other information using computer systems.
- Register, sort, batch and distribute survey and non-survey documents, merge respondent information with specific type letters and conduct mail out.
- Review and edit received documents and information for duplications, omissions, errors, time frames, etc., code and classify as required.
- Maintain indexes of available data, reports, publications, and mailing lists
- Conduct clean-up of respondent and client files and maintains admin file sources.

SSO Interviewer, Statistics Canada (**Security Clearance-** Reliability Status till December 2024) 2020- 2023

Actively working with Statistics Canada in conjunction with provincial and territorial governments to respond to COVID-19 and presently other key projects and surveys through-

- Conducted data gathering activities utilizing various methodologies and technologies to obtain statistical information as required by the Statistics Act.
- Organized, prepared reports and completed administrative forms covering activity; performed quality control procedures on own work to facilitate data capture and to ensure the timely receipt of materials in regional offices.
- Utilized various equipment and materials associated with gathering survey information; developed and maintained productive and harmonious relations with respondents of assigned surveys, namely, PHARMA, LFS, LMI, CIS, SEWS, ASLM, MWRTS, etc..

Researcher/Ethnographer, Women's Economic Council, Ottawa, ON

(Volunteer) 2020 -2021

Actively involved in the Her Own Boss project and carrying out tasks such as-

- Explored the conditions crucial for visible minority newcomer women to be successful entrepreneurs.
- Reviewed how existing programs and services are meeting the needs of newcomer women.
- Examined the potential for innovation or improvement within the self-employment services ecosystem - including government and other supportive programs.
- Conducted ethnographic observation of participants, interviews, coding, and summarized outcomes.

- Outreach Data Coordinator**, Acorn, Ottawa, ON (Volunteer) 2019 – 2019
- Interacted with customers professionally by phone, email, and in-person to provide required information.
 - Assisted with administrative duties such as organizing forms, creating filing systems and creating list of targeted contacts.
 - Coordinated campaigns, event or tax clinic registrations and sorted low income and housing issues for clients.
- Customer Service Representative**, Urbandale Construction Limited, Ottawa, ON 2019 – 2019
- Identified areas of relationship development for existing clients and collaborated with sales teams to deliver customized and effective solutions that met unique needs.
 - Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
 - Compiled customer feedback and recommended service delivery improvements to management.
 - Entered customer interaction details in [Software] to track requests, issues, complaints and record solutions offered.
- Group Coordinator**, Guaranty Trust Bank, Nigeria 2016 – 2018
- Coordinated mentorship programs for the region, empowered over 15 staff as a voluntary contribution to the organization.
 - Increased revenue streams by reducing costs, managing schedules, and performing variance and risk analysis to implement corrective actions.
 - Provided team members with the support and training to achieve top client satisfaction.
 - Enhanced branch production rates by handling staff conflicts, evaluations, hiring and termination processes.
- Operations Manager**, Guaranty Trust Bank, Nigeria 2012 – 2016
- Coordinated Customer Information Service for the region (comprising 30 branches).
 - Implemented policies and standard operating procedures for continuous improvement.
 - Strengthened performance metrics tracking and analysis to enhance tactical and strategic company plans through internal and external feedback mechanisms.
 - Implemented incident management responses, including troubleshooting, root cause analysis and issue resolution.
 - Optimized organizational operations and facilitated decision-making by examining problem-solving concepts, including quantitative methods and techniques.
- Team lead**, Guaranty Trust Bank, Nigeria 2010 – 2012
- Conducted back-end review of all front desk activities to ensure strict adherence to the bank's Standard Level Agreement (SLA), regulatory requirements and to reduce processing errors.
 - Upheld and improved the quality of service in the branch via SLA for processing requests, clean audits, and spot checks.
 - Collated all regulatory and internal client information reports for the region and coordinated all Client Information Service Executives at the regional level (made up of 19 branches) on an Ad Hoc basis.
 - Worked with team members to improve performance and implement training updates, providing hands-on training, and mentoring to individuals with lagging skills.
- Client Information Services Executive**, Guaranty Trust Bank, Nigeria 2008 – 2010
- Worked with Clients Information Services Team Lead to define and enhance information management processes.
 - Updated quality control standards, methods, and procedures to meet compliance requirements.
 - Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.
 - Analyzed current business plan, identified inefficiencies in existing processes, and tracked performance following implementation of improvements.

EDUCATION AND CERTIFICATIONS

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- B.A (Hons)) Communication Arts**, University of Uyo, Nigeria 2002
- MA Sociology**, University of Ottawa, Ottawa, ON, Canada 2021

TRAINING AND COURSES

- Canada Labour Code, an Overview 2023
- Security Awareness 2023
- Inclusive Hiring Practices for a Diverse Workforce 2023
- Moving from Bias to Inclusion 2023
- Navigating Challenging Situations with Diplomacy and Tact 2023
- Become a Great Listener 2023
- Values and Ethics Foundations for Employees 2022
- Harassment and Violence Prevention for Employees 2022
- Introduction to Gender-based Analysis Plus (GBA Plus) 2022
- Access to Information and Privacy Fundamentals 2022
- Reflecting on Cultural Bias: Indigenous Perspectives 2022
- Understanding Unconscious Bias 2022
- Covidence 2021
- STATA 2020
- SPSS 2019
- Client Conversations and Customer Experience. 2018
- Additional language spoken **Igbo**

PROFESSIONAL AFFILIATION

- The Canadian Sociological Association (Paper presentation) 2021