

Nnenna Jennifer Ajuzieogu

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<https://ajuzieogun.github.io/Portfolio/?name=&email=&message=#Home>

Education

Worcester Polytechnic Institute, Worcester MA May 2023

Master of Science in Information Technology

- Continuing education in business intelligence, data management for analytics, policy, and strategy for information technology and analytics, user experience design, innovation with information systems, and information security management

Fitchburg State University, Fitchburg MA 2019

Master of Business Administration

- Attained a 4.0 GPA

East Tennessee State University, Johnson City TN 2016

Bachelor of Science in Public Health/Concentration in Community and Behavioral Health

- Attained a 3.96 GPA

Skills

Strategic planning, Operations management, Business development, forecasting, Minitab Analytical & Statistical Software, HTML, CSS, Java, Tableau, SQL, Python, Android Studios, relational Databases.

Assistant Manager, Mnandi Salon & Spa, Leominster MA

Aug 2019 – Present

- Increased satisfied customer base from a previous 76% satisfaction rate to 98% within 6 months through proactive management of team customer service strategies like surveys.
- Completed regular inventory counts to verify stock levels, address discrepancies, to ensure smooth running of the business.
- Acted as liaison between employees and clients to ensure all customer service inquiries and complaints were handled properly.
- Oversaw cash intake and deposit records.

Full Time Recovery Specialist, Lahey Health Behavioral Services, Tewksbury MA Sept 2017 – Dec 2017

- Managed a group of clients and maintained a high level of confidentiality and attention to detail, while ensuring the safety and structure of clients, provided activities, and kept accurate records.
- Leveraged positive communication and reasoning with difficult and/or emotional client situations.

P/T On-Call Health Screening Technician/Health Educator - Interactive Health Inc. (MD and MA) April 2017 – Dec 2017

- Oversaw health and wellness programs with corporate clients in various area locations; provided health screening services to include finger-stick, blood pressure, body composition, height/weight, waist circumference, bone mineral density, and health coaching;
- Met with 50% percent of employees in organizations to present health educational programs. Through my management, 30% became more active in their health by staying hydrated and taking 30 minutes walk daily.

Volunteer Intern - American Red Cross - Kingsport TN Aug 2016 – Nov 2016

- Promoted and presented community education programs including disaster training and healthcare workshops, and provided referral services support to community organizations.