**Urenwa Nwokiwu**

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A detail-oriented and highly analytical individual with over **16 years** of Management experience with a dedication to delivering the highest level of support. Major strengths include personnel management, technical support, quick response time, and process improvement. Intuitive understanding of applications and process flow, as well as an understanding of code structure, development practices, and software development life cycle through various methodologies. Flexible work and travel schedule.

**PROFESSIONAL EXPERIENCE**



Albert Einstein College of Medicine-Information Technology, Bronx, NY May 2018-November 2018

**IT Logistics Coordinator/ Manager (Consultant)**

* Create and maintain the AV Support Schedule for events and meetings
* Manage 25 live system for the Einstein Community
* Data Analysis on AV Crisis, Techs time responses and Lectures, Exams and Quiz retained for our Director of Information technology and Associate Director of Information Technology.
* Data tools utilize for Analysis is SPSS and MS Excel 2016
* Escalate desk support tickets in KACE and Service Manager making sure the service team assists customers in a timely fashion.
* Utilize V Look ups in Excel for Data Analysis projects
* Troubleshoot some of the desk support tickets and resolved the issues
* Maintain project-filing system digitally, service departmental needs, including the upkeep of the IT building physical infrastructure, computer equipment, furnishings and supplies
* Access and provide accurate information for internal customers and assist them, research and resolve internal

“customer “issues

* Administer the Voicemail Telecom Systems in the company
* Use Dropbox Paper and MS Project daily for time ordering schedules for items stocked and to create an engineering agenda
* Review and approve completed purchase orders for payment and correspond with vendors and manufacturers to resolve any problems in shipping or delivery of items
* Attend daily engineering and service team meetings.

1199 National Benefit Fund, Manhattan, NY

**Contract Compliance Analyst** 2017 - 2018

* Created, updated, maintained a compliance tracking database to produce monthly reporting of employer new hires, terminations and replacements to identify compliance issues, perform monthly comparisons, trend analysis and identify other reporting issues
* Created, updated, maintained a compliance tracking database to produce monthly reporting of institutions layoffs and hiring freezes
* Reviewed employer payroll processing procedures against collective bargaining agreement parameters
* Reviewed and analyze submitted payroll reports for discrepancies; verify and compare payroll records
* Conducted monthly comparisons of plan employer participants hiring practices
* Created tracking and various detail and summary reports
* Worked with employers regarding reporting discrepancies to resolve reporting issues and submit corrections.
* Updated Board of Trustees on Collective Bargaining Agreement (CBA) compliance
* Catalog all reports and records and maintain documents for arbitration review and hearings
* Coordinated with Eligibility and Finance to ensure information is captured and loaded to member and employer records
* Used Qlik software for the weekly and monthly reporting
* Reviewed formats of incoming files to ensure compliance
* Coordinated tracking of Certified Nurse Aide members in Job Security Fund License Practical Nurse Training Programs

Ensured appropriate staff are trained on Fund’s process and activities

* Prepared additional data requests and reports as requested
* Maintained Funds’ performance standards including attendance and punctuality

Wyckoff Heights Medical Center, Brooklyn, NY 2014-2017

**Data Manager**

* Responsible for collection, monitoring of data related to case management of patients treated for HIV at the WHMC Infectious Disease clinic and data related to routine HIV and Hepatitis C screening activities hospital-wide.
* Acted as a reporting and data liaison between Treatment and Prevention staff in the Positive Health Management unit funding agencies supporting Positive Health Management grant‐funded programs; provide feedback on improving data collection tools and practices and program evaluation and quality improvement initiatives in Positive Health.
* Identified and corrected inaccuracies in primary databases (AIRS, ESHARE, MEDITECH and FOCUS) and conduct periodic data analyses to inform feedback to Prevention and Care Program Managers that are meant to improve patient services and quality of data collection.
* Collaborated with Hospital information systems staff to ensure access to data systems upgrades as well as to coordinate AIRS data extracts as needed.
* Supervised two data coordinators for data accuracy and job performance
* Carried out independent evaluation projects for Prevention (FOCUS) and Care (MCM, Care Coordination and RAP Tier I & II) programs in consultation with Program Managers and participated in monthly Continuous Quality Improvement (CQI) meetings for Positive Health Management
* Data Analysis of VL Suppression, Retention Rate and VL suppressed retained in care for our grant funder NYS DOH AIDS Institute. Data tools used for Analysis is SPSS, SQL and MS Excel
* Performed upgrades, re-indexed, patches and backed up to the NYS DOH AIRS database
* Assigned user names, passwords and security schemes to end users and troubleshoot any issues with AIRS database

Manlaw Logistics, Queens, NY 2009 –2014

**IT Administrator/ Office Manager**

* Developed databases in Microsoft Access for various departments
* Troubleshoot hardware and software issues with clients via phone or in person
* Enhanced database performance, performed restores, implemented recovery procedures, handled performance tuning and conduct regular system backups
* Ensured that technical and functional designs met business requirements
* Used SQL (Structured Query Language) to create queries and tables for databases
* Managed, escalated and serviced the end users request on Auto Desk ticketing system
* Conducted interviews, meetings and managed all the paperwork for the new hires and employees
* Maintained project-filing system serviced departmental needs, including the upkeep of the office physical infrastructure, computer equipment, furnishings and supplies
* Administered the Voicemail Telecom Systems in the company
* Responsible for the e-mail, Internet and phone orders
* Set up business accounts with different types of vendors and assigned certain vendors for our company

Think Chain, Inc., New York, NY 2000-2008

**Office Manager**

* Supervised a staff of six in the Administrative and IT department
* Conducted interviews, meetings and managed all the paperwork for the new hires and employees.
* Assisted Senior Executives (managed CEO, CFO, and IT Director’s calendars), scheduled meetings and travel

arrangements.

* Managed Customer Service processes for the entire department and maintained software/hardware inventory
* Handled the payroll and bonuses on QuickBooks for the company and set up accounts
* Maintained project-filing system, serviced departmental needs, including the upkeep of the 8th floor physical infrastructure, computer equipment, furnishings and supplies
* Administered the Voicemail Telecom Systems in the company
* Used MS Project on a daily basis for time ordering schedules for items stocked
* Accessed and provided accurate information for internal customers and assisted them, researched and resolved

internal “customer “issues

* Assisted IT library maintenance, including log of new incoming publications and tracking books circulation
* Reviewed and approved completed purchase documents for payment and corresponded with vendors and manufacturers to resolve any problems in shipping or delivery of items
* Created Consultant, IT and Employee database using MS Access- these databases verified accuracy of consultants’

timesheets, invoices and expense reports, these databases supported the entry and tabulation of all bills and

consultant invoices; tracking and maintaining consultants’ payment records; employee and consultant payment

history reports

* Managed and prepared presentations for meetings, investors and vendors

**TECHNOLOGY & TESTING PROFICIENCIES**

**Platforms / Systems:** Windows XP/Vista/7/8, 10; Mac OS 10.11 & MS Office Suite 2019 **Programming Languages:** C++, SQL, Visual Basic, HTML, QTP, SQL, Python, Java HTML & Java **Mobile Computing:** Apple iOS, Android & Blackberry

**Hardware:** Computer Repairs, TroubleShooting, Active Directory & Network Configuration

**Desktop Ticketing Software:** KACE, Service Manager and Auto Desk

**Event Software:** 25 Live

**Graphic Design and Layout:** Microsoft Frontpage 2003, Microsoft Visio 2019, MS Publisher 2019 & HTML

**Cloud Storage/Note Taking:** iCloud, Drop Box, Dropbox Paper, Slack & Evernote 5.0

**Multimedia Presentations:** Slide Rocket, Visual Bee, Google Presentation, Microsoft PowerPoint Web App & MS Office 2019

**Databases:** My SQL, Raiser’s Edge, Microsoft Access 2019, Oracle 10g and 11g

**Email Management*:*** Microsoft Outlook 2019, MS Mail/Exchange & Gmail

**Word Processing:** Microsoft Word 2019, Google Docs, E-docs & Microsoft Word Web App,

**Spreadsheets**: MS Excel 2019 & Google docs

**Project Management:** MS Project 2019 & MS SharePoint 2019

**Financial Management:** Peach Tree, Pay Cycle, ADP, Creative Solutions Accounting Software,

Salesforce and QuickBooks

**Hospital EMR software:** AIRS (AIDS Institute Reporting System), Meditech, ECW (EClinicalWorks) & E-Share

**VPN and remote software:** Citrix XenApp, Citrix Workspace, Xen Desktop, Citrix receiver and Fusion

**Data Analysis Tools:** MS Excel 2019, Tableau, Power BI, Qlik, SPSS, MS Access & SQL

**EDUCATION**



Per Scholas **Software Testing Education Program**

CUNY York College **Bachelor of Science in Information Management Systems**

Kaizen-Rutgers Talent Development PMP Pathway Training **PMP Certificate of Completion**