

# CHISOM UGWU

Kitchener, Ontario

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## PROFESSIONAL SUMMARY

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Detail-oriented professional with 4+ years of experience in project coordination, administration, and web development. Skilled in managing projects, supporting cross-functional teams, and ensuring timely delivery. Proficient in project management tools (MS Project, Jira, Trello) and Microsoft Office Suite, with technical expertise in HTML, CSS, JavaScript, and React. Known for strong organizational, communication, and multitasking skills, with a collaborative approach and commitment to high-quality results.

## SKILLS

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- Project Coordination & Support
- Meeting Agenda Preparation & Minute Taking
- Project Scheduling Software (MS Project, Jira, Trello, Slack)
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, SharePoint)
- Web Development (HTML, CSS, JavaScript, React)
- Scheduling and Event Coordination
- Calendar and Email Management
- Document Control & Reporting
- Strong written and verbal Communication & Interpersonal Skills
- Exceptional Organizational, Time Management & Multitasking Skills
- Ability to work Independently and within a team

## EDUCATION

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<b>Post-Graduate Certificate in Project Management</b>	2023 – 2024
Conestoga College, Kitchener, ON	

<b>Bachelor of Science in Applied Biochemistry</b>	2013 – 2017
Enugu State of Science and Technology, NG	

## WORK EXPERIENCE

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### Administrative Assistant

<b>African Canadian Association of Waterloo Region and Area, ON</b>	October 2023 – to date
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- Manage calendars, coordinate appointments, and handle inquiries for the project team.

- Organize digital and physical project files, ensuring easy accessibility and compliance with standards.
- Draft internal communications, memos, reports, and presentations for project updates and community meetings.
- Handle logistics for project events, including scheduling venues, coordinating catering, and managing RSVPs.
- Oversee office supplies, track inventory, and coordinate with vendors for project procurement needs.
- Support volunteer onboarding with documentation and scheduling, enhancing team efficiency.
- Process invoices, expense reports, and reimbursements in collaboration with the finance team.

## **Project Coordinator**

**Ububa Technologies, NG**

Sept 2021 – August 2023

- Coordinated cross-functional teams, aligning project timelines and resources for 95% on-time delivery.
- Utilized expertise in web development technologies such as HTML, CSS, and JavaScript to provide technical guidance and support to development teams.
- Managed project schedules and prepared status reports for clear milestone and risk updates.
- Collaborated with clients to gather project requirements, define scope, and establish project goals and deliverables.
- Drafted agendas and took minutes for meetings, improving efficiency by 20%.
- Acted as a communication point for project updates, ensuring stakeholder alignment.
- Utilized Agile frameworks (Scrum, Kanban) and tools such as Jira to facilitate efficient project sprints and track progress.
- Supported the proposals team, contributing to a 30% increase in successful project bids.
- Assisted with project setup, establishing resources and timelines for new initiatives.

## **Web developer**

**Ububa Technologies, NG**

April 2019 – August 2021

- Designed and developed the front-end section of multiple websites, resulting in improved user experience and increased website traffic.
- Collaborated with design and marketing teams to translate design concepts into functional websites, ensuring a seamless user experience.
- Successfully troubleshooted customer-reported issues in web applications, achieving a 95% resolution rate within 24 hours, leading to enhanced customer satisfaction.
- Led a team of volunteers to complete projects on time, meeting project deadlines with a

98% on-time delivery rate, demonstrating strong leadership and project management skills.

- Customized content to meet customer specifications through skilled design and editing, resulting in a 20% increase in customer retention and satisfaction.
- Collaborated with cross-functional teams to identify and implement ideas and fixes for various issues, contributing to a 15% improvement in overall team productivity and efficiency.

## **VOLUNTEER EXPERIENCE**

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### **Project Coordinator (Events)**

**Project Management Institute, Lakeshore, Ontario**

November 2023 – Present

- Provided administrative support for chapter operations, including meeting scheduling and calendar management.
- Collaborated with project managers to deliver on-time projects, achieving a 10% reduction in cost overruns.
- Coordinated PMI events (virtual and in-person) by managing agendas, reminders, and logistics.
- Conducted post-event evaluations, leading to a 20% improvement in future event planning.
- Led cross-functional team meetings, enhancing effectiveness and reducing project delays by 25%.
- Utilized project management and office tools to streamline chapter operations.

### **Eblast Developer**

**Project Management Institute, Lakeshore, Ontario**

November 2023 – Present

- Developed and executed eblast campaigns to promote PMI events, services, and initiatives, ensuring effective communication with target audiences and driving engagement and participation.
- Designed email templates, incorporating responsive design principles to optimize display across various devices and email clients.
- Increased eblast open rates by 15% through the implementation of personalized subject lines and targeted content strategies.
- Collaborated with communication team lead and project manager to conceptualize and refine eblast content and messaging, aligning with PMI guidelines and objectives.