

EPHRAIM CHRIS OCLOO

PROJECT MANAGER

PROFESSIONAL SKILLS

Customer Experience Mgt
Project Management and Monitoring
Infusionsoft
Lean Sigma Sigma
SAP MM & FICO
Contact Centre Mgt
Retail / Sales Mgt
Html
WordPress
CSS

PERSONAL SKILLS

Creative spirit
Reliable and professional
Organized
Time management
Team player
Fast learner
Motivated

CONTACT

+1 209 253 8113
epchocl@gmail.com

PROFILE

A proven process and improvement professional with accomplishments in Customer Experience, Project Management, Monitoring and Evaluation, Lean Six Sigma, SAP, Website design, Strategy, and Budgeting.

EXPERIENCE

PROJECT MANAGER

Humanity's Team | Nov 2017 - Date

Streamlined the Awakening New Species program to reduce onboarding and buddying throughout the intensive resulting increases in NPS, CSAT, and CES scores

Worked with the marketing and sales divisions to include insights from our support services to design creatives that touched the hearts and minds of prospective participants of our programs resulting in an 8% increase in uptake.

CUSTOMER SERVICE/IT MANAGER

Novelty Concepts Ltd | Jan 2017 - Nov 2017

Lead in systems deployment and 92% compliance while sourcing for new businesses and providing additional services to customers.

Achieved over 90% CSAT in the client's optimum use of delivered solutions through training and support in line with service agreements and SLA

WORKFORCE MANAGER

Vodafone | Jan 2011 - Dec 2016

Delivered excellent strategy and budgeting through the management of over 12M USD yearly commercial budget, management and monitoring of all commercial budgets, SAP support for the commercial unit.

Managed sales and touchpoint performance through performance reporting and commissioning.

SERVICE RECOVERY AND SUPPORT LEAD

Airtel | Aug 2008 - Jan 2011

Delivered 93.2% adherence to all standard processes and procedure with 20% savings in departmental fleet fuel use and 41% savings in maintenance cost.

Achieved minimum UAT results and reduced touch points complaints 4.2% per month from 20% while improving sales and adoption by 12% to 78% every month.

SHIFT PLANNER

MTN | Jan 2005 - Aug 2008

Maintained forecasting variance of 2% and schedule adherence of 97% while ensuring that staff are adequately trained and do not burn out to result in increased shrinkage.

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EXPERIENCE

TECHNICAL SUPPORT SUPERVISOR

Supra Telecom | Jun 2003 - Nov 2004

Delivered 92% of Transfer of service orders on time, limited shrinkage to 4%, Ensured 87% service level and over 90% contact quality score.

EDUCATION

BACHELOR OF SCIENCE, INFORMATION TECHNOLOGY

Methodist University College | 2005 - 2008

HIGHER NATIONAL DIPLOMA, STATISTICS

Ho Technical University | 1999 - 2002

CERTIFICATIONS

ADVANCED MONITORING AND EVALUATION

AACE Evaluation Training Institute - GIMPA | Jul 2016

SAP MODULES INTRODUCTORY COURSE

Centre for Professional Development - Academic City College | Jul 2016

FINANCE FOR NON-FINANCE PROFESSIONALS

KPMG | Jun 2016

SAP ABAP PROGRAMMING

Udemy. | Mar 2016

ORACLE SQL 12C DEVELOPER

Udemy. | Mar 2016

PROFESSIONAL CERTIFICATE IN MONITORING AND EVALUATION

Logos Business School | Jul 2015

SIX SIGMA GREEN BELT

EduPristine | Jun 2015

PROFESSIONAL AFFILIATION

AMERICAN EVALUATION ASSOCIATION, USA

Sept 2016 - Date