
OGOEBENE HEMMANUELLA

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Professional Summary

An enthusiastic post-graduate student with the desire to bring improvement to any organisation through acquired knowledge while diligently and industriously upholding the high ethical values of the organisation. I am an excellent communicator seeking development for my professional experience and skillset, equipped with the ability to maximise my full potential for the overall benefits of the organisation. I am self-motivated with the aim to engage in continued professional Education with the aim of obtaining required and relevant certification capable of positioning the organisation in the pinnacle of modern industrial knowledge.

Experience

Azure Devops and Project Management intern Nationwide Building Society

07/2022 to current

- Running daily Agile scrum standups to ensure project deadlines are met
- Responsible for working alongside project teams to ensure all risks, issues and dependencies are accurately logged, actively managed and the impact to critical path is assessed and understood using Jira
- Configuration of windows servers using Windows Virtual Machine connecting to Microsoft Azure
- Developing and updating documentations on confluence to ensure project collaboration
- Spinning up new cloud resources for operations and testing in Azure
- Updating and improving existing terraform codes for Cloud Resources
- Responsible for code configuration in developing easier and safer method for migrating secrets from Azure key vaults to KMASS
- Working with Ansible, creating code for Development environment to join Virtual machines to active directory
- Working collaboratively with the scrum master to refine project backlog

Call Center Agent. HGS Covid Vaccination Campaign

11/2021 to 05/2022

- Undertake interviews over the telephone with people testing positive with COVID-19 and their contacts in line with standard call scripts and operating procedures.
- Ensure timely and accurate recording of information from interviews on the Contact Case Management System and other systems, as required.
- Provide advice to these people and their contacts as directed by protocols/procedures/guidance, including details about isolation period and what to do if contacts have or develop symptoms of COVID19.
- Escalate and refer challenging or complex cases or incidents and outbreaks of COVID19 to the relevant person.
- Ensure that all documentation is complete and filed according to the records management process at the end of each day.
- Ensure compliance with team handover procedures, in line with standard operating procedures
- Participate in training necessary to fully carry out the duties of the role, including mandatory updates and refresher training.
- Contribute to the work of the wider COVID19 response team as the response evolves and the disease becomes endemic.

Customer Assistant Zerobee Consult & Services

01/2020 to 01/2021

- Assist with placement of orders, refunds or exchanges specializing in quality, speed and process optimization

- Leveraging superior communication and relationship-building strengths to increase and retain long-term customers
- Highly adaptable to addressing diverse customer needs.
- Processing high volume of error-free transactions and effectively managing all tasks within required timeframes.
- Monitoring and reviewing daily progress and identifying improvement.
- Providing regular updates to the management board.

Network Assistant Personnel

08/2018 to 01/2019

Nigeria National Petroleum Corporation

- Setting up, developing and maintaining computer networks within the company.
- Connecting wireless connections and routers to make networks using several network topologies.
- Configuring network connectivity and internet access in the computer lab.
- Troubleshooting and installation of appropriate software.

Core skills

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| • Programming Skills (Python) | • Zeal to learn and take up challenges |
| • Scripting language (Bash Scripting) | • Team collaboration |
| • Working Knowledge of Terraform | • Problem solving skills |
| • Azure Devops | • Passion for building relationships, cultivating partnerships and growing businesses. |
| • Microsoft office skills (Word, Excel, Outlook, Powerpoint, OneNote) | |
| • Communication skills | |
| • Leadership skills | |
| • Organizational skills | |

Education

MSc: Project Management	2022
Birmingham City University	
Merit	
BSc: Computer Science	2019
University of Benin	
GPA: 2:1	
9 SSCEs including Mathematics and English	2014
Unity School Agbarho	

Certifications

Goggle IT Support Certificate	2022
Coursera	
Python 3 Programming Language	2022
Codecademy	
Microsoft Certified: Azure Fundamentals	2022
Microsoft	

References

References Available on Request