

NNEKA OKEREKE

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PROJECT COORDINATOR | LOW-CARBON TECH

Solar PV & Battery • EV Chargers • Heat Pumps

PROFESSIONAL SUMMARY

Project Coordinator delivering low-carbon technology projects at pace. Coordinated 250+ solar & battery, 50+ EV charger and 20+ heat pump installations with 98% on-time delivery and 90% positive customer reviews. Skilled in multi-site scheduling, stakeholder management, RAID tracking and KPI reporting. Experienced with HubSpot, Kraken Field, Zendesk, Excel, and Jira/Trello/Asana.

SKILLS & TOOLS

- Multi-project scheduling and coordination (field operations)
- Stakeholder management and customer communication
- Risk, issue, action and dependency tracking (RAID)
- Process improvement and workflow optimisation
- KPI reporting, dashboards and MI packs
- Compliance documentation and quality control
- Meeting minutes, action logs and follow-up
- HubSpot CRM, Kraken Field, Zendesk, Slack, Excel (lookups, pivots), PowerPoint, Word, SharePoint, MS Project, Jira, Trello, Asana, Power BI (basic), Agile, Kanban

PROFESSIONAL EXPERIENCE

Project Coordinator – Low-Carbon Tech Products (Solar & Battery, EV Chargers, Heat Pumps)

Octopus Energy, Birmingham | 2024–Present

- Coordinated 250+ solar & battery installs (150 completed), 50+ EV charger and 20+ heat pump projects with clear plans, dependencies and stakeholder communications
- Maintained ~98% on-time delivery and 90% positive reviews via proactive updates, expectation management and rapid issue resolution
- Ran weekly RAID reviews and escalations to unblock work, reducing schedule slips by 30% and improving cross-team hand-offs
- Standardised checklists and stage hand-offs across the delivery cycle, cutting turnaround time by 25%
- Improved documentation accuracy and regulatory compliance by 18% through pre-completion QA checks in HubSpot/Kraken Field
- Built concise CRM-based dashboards and KPIs; coordinated daily stand-ups and action logs to keep teams aligned
- Managed 70+ daily interactions (emails and calls) with engineers, suppliers and customers; communicated progress and risks clearly
- Helped onboard and coach 10+ new team members on systems, customer standards and delivery workflows

Senior Customer Support Advisor – Bereavement Team

Shell Energy, Birmingham | 2023–2024

- Managed complex, sensitive cases end-to-end; coordinated with Legal, Finance and Operations for compliant resolutions
- Introduced service improvements increasing positive customer feedback by 10%; supported training and mentoring
- Maintained accurate case data and reports in Zendesk; safeguarded confidentiality and data integrity

Junior Business Operations Coordinator
Total Security Services, Birmingham | 2021–2022

- Increased CRM data accuracy by 35% and produced weekly/monthly operational reports used for decisions
- Coordinated stakeholders and schedules during the Birmingham Commonwealth Games 2022, ensuring continuity across sites
- Supported onboarding and SOP compliance for 5+ new team members

EDUCATION

- MBA, Business Operations & Management — University of Ulster, Birmingham
- MSc, Financial Management — Sheffield Hallam University, Sheffield

VOLUNTEERING & GOVERNANCE

- Students' Union, Sheffield Hallam University — Finance & Risk Committee Member; Student Trustee Board
- Reviewed budgets and risk registers, contributed to board decisions and policy discussions; handled confidential papers and action tracking.