

Nneka Okereke

Curriculum Vitae

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Profile

Results-driven Project Manager and Customer Relationship Management (CRM) Specialist with expertise in project coordination, stakeholder engagement, and customer experience optimization. Experienced in managing CRM strategies, ensuring seamless service delivery, and driving customer retention through proactive problem-solving and communication. Adept at overseeing multiple projects, streamlining workflows, and implementing process improvements to enhance operational efficiency. Strong ability to collaborate with cross-functional teams, manage customer expectations, and optimize project execution while ensuring compliance and maintaining high service standards. Proven ability to mentor people and manage project scheduling effectively. Committed to leveraging skills to drive organisational success and foster long-term client relationships.

Education

MBA, Business Operations & Management, University of Ulster, Birmingham, UK

MSc, Financial Management, Sheffield Hallam University, Sheffield, UK

BSc, Accounting, Benson Idahosa University, Edo, Nigeria

Professional Experience

03/2024– **Solar Project Manager**, *Octopus Energy*, Birmingham, Present UK

- Managed 15+ solar installation projects per month, ensuring 98% on-time delivery rate while maintaining high quality standards
- Reduced project delays by 30% through proactive risk identification and implementation of mitigation strategies
- Optimised CRM processes, increasing customer engagement efficiency by 40% leading to a 15% boost in customer retention
- Led cross-functional collaboration with stakeholders, engineers and contractors, ensuring clear communication and alignment, which improved project completion rates by 20%
- Developed workflow improvements that cut project turnaround times by 25%
- Enhanced project documentation accuracy, reducing compliance errors by 18%, ensuring all projects meet regulatory requirements
- Assisted in onboarding and training 10+ new team members, improving team productivity and ensuring compliance with operational standards

01/2023– **Senior Customer Support Advisor – Bereavement Team**, *Shell Energy*, Birmingham, UK

- Served as trusted point of contact for bereaved customers, guiding them through account management, policy clarifications, and service transitions with empathy and respect
- Developed customer-centric service strategies, identifying gaps in bereavement support processes and implementing improvements that enhanced overall customer experience and operational efficiency, leading to a 10% increase in Trustpilot review feedback from customers
- Managed complex and high-priority cases, collaborating with legal, finance, and operational teams to ensure seamless resolution and policy adherence
- Acted as mentor and escalation point for junior advisors, providing training and guidance on effective customer engagement, compliance, procedures, and CRM best practices
- Demonstrated exceptional emotional intelligence, balancing compassion with operational efficiency to provide a dignified and supportive experience for customers navigating difficult periods

10/2021– **Junior Business Operations Coordinator, Total Security Services, Birmingham, UK**

- Played key role in CRM data management, improving customer data accuracy by 35%
- Maintained 100% accuracy in performance tracking by developing and monitoring weekly and monthly operational reports, enhancing data-driven decision-making
- Liaised with 10+ key stakeholders, including security personnel, management teams, and external partners, to align business operations during the Birmingham Commonwealth Games 2022
- Assisted in onboarding and training 5+ new team members, improving team productivity and ensuring compliance with operational standards

Core Competencies

Project Planning • Quality Management • Risk Management • Customer Relationship Management • Portfolio Management • Project Development & Lifecycle • Multi-Unit Operations Management • Key Stakeholder Engagement • Client Relationship Building • Project Scheduling • People Mentoring

Technical Tools

CRM Platforms Salesforce, Zendesk, HubSpot, Microsoft Dynamics

Project Management Microsoft Project, JIRA, Trello, Asana

Data Analysis Microsoft Excel, Power BI, Tableau

Software Microsoft Office Suite, SharePoint