

# Obiageli Ogbutor

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## SKILLS

3+ Years Leadership

IT Professional

Strategic Planning

Eligibility Determination

15+ Years Customer Service

Data Analysis

Technical Assistance/Support

Operations management

Project Management

6 + Years Sales

Technical support

Coaching

5 + Years Data Analysis

Business Development

Multitasking

Office Management

Verbal and Written Communication

Excellent -

judgment, decision making and Conflict Resolution

Program Management

## EXPERIENCE

### University of Colorado Denver

Denver, Colorado

### *Delivery Manager*

November 2018 – Present

Executed the designated areas of the Content Management System transition project plan to ensure effective delivery. Worked closely with clients to facilitate the multi- project phase CMS website transition process. Ensured delivery milestones are met and deliverables are provided on schedule. Drove day to day core CMS transition team activities to meet milestones and keep tasks on track. Drove the development and delivery of major program deliverables. Performed program logistics such as client workshops, meetings, action tracking and status updates. Worked with OIT leadership to ensure linkage between strategic and tactical activities. Ensured appropriate involvement of departments throughout the program (Information Architect, User Experience, User Interface, and Development). Leveraged domain expertise to drive and improve service delivery. Managed customer expectations and proactively addressed and resolved delivery related issues. Coordinated and managed group-wide communications ensuring the overall project objectives are clear and visible to key stakeholders and internal customers.

### Tennyson Center for Children

Denver, Colorado

### *Overnight Cottage Supervisor*

September 2018 – 10/2018

Provided mentoring, support, and crisis intervention to overnight staff in the Special Services Unit. Provided guidance and orientation for new overnight staff, ensured nighttime security, quality control and coordination of coverage responsibilities and assisted with after-hours referrals and intakes to the Special services Unit.

### City & County of Denver – Denver Human Services

Denver, Colorado

### *Eligibility Supervisor – LTC Project*

April 2012 – October 2018

Lead the full cycle of the long-term care Medicaid programs project. Supervised project team of 10 Eligibility Technicians. Provided direction and support to the LTC project team. Streamlined multiple processes including new process for long term care Medicaid requests. Ensured project was on schedule

and accountable for the successful delivery and completion of projects. Identified and assigned duties and deliverables for LTC projects. Developed project process, phases and presentations for vendors. Provided leadership support and resolved project escalations. Developed cross sectional ET governance team that met regularly to review new and existing LTC requests. Improved efficiency 38%, cut appeals and improved LTC project forecasting and vendor relationships. Collaborated with department supervisors to identify required metrics and worked with IT to convert these metrics to technical requirement.

**Bridgepoint Education- Ashford University**  
Denver, Colorado

***Admissions Counselor I***  
December 2011 – March 2012

Recruiting and enrolling online students for undergraduate degree programs. Made outbound phone calls to prospective students who have expressed interest in Ashford University's degree programs. Counsel prospective students on the admissions process and opportunities available at Ashford University, schedule, and conduct phone interviews. Accurately convey course and program information, including advising student with respective admissions requirements, process, and degree options. Monitored class activity on course loads to ensure that classes are clearly and thoroughly documented. Reviewed and analyzed course records and reports for completeness and accuracy. Maintained the highest level of integrity and ethics in every interaction with students and fellow employees. Identified compliance, technical problems, and/ recommended and implemented process improvements.

**Tyco Fire and Security/ ADT LLC**  
Aurora, Colorado

***Technician II Special Projects***  
October 2011 – December 2011

Troubleshoot and alleviate customer concerns regarding security system. Advised customers and the customer care center of systems and processes inspections. Located and alleviated trouble with damaged equipment or wiring. Readjusted equipment, repair or replace inoperative equipment and test for operation. Read blueprints building and electrical plans to complete equipment repairs. Prepared trouble order forms to report temporary repairs. Coordinated inspections and/or installations with police, fire departments, or other appropriate agencies.

**Volt Information Sciences**  
Denver, Colorado

***Technician***  
April 2010 – November 2011

Conduct raw material labelling, receiving, sampling and testing. Perform testes of manufactured products to ensure that the material falls within QC specifications conducting R&D lab trail production testing. Check containers and packaging material to ensure the quality meets company requirements. Check the finished goods to ensure that products meet QC requirements. Record all key data in a laboratory notebook or on Excel spreadsheets stored on the laboratory drive. Active participation in all general lab and company activity.

**TW Telecom**  
Greenwood Village, Colorado

***Method of Procedure (MOPS) Coordinator***  
December 2010 – August 2011

Review unit procedures, assist in the development or revision of needed procedures, and troubleshoot systems errors within the company computer system. Process maintenance request within standard lead time; confirm planned start/stop times are appropriate. Confirm system has generated necessary approval tasks, confirm system has incorporated the appropriate customer contacts for Elite and Platinum customers. Managed Method of Procedures (MOPs), processed MOPs from CLECS. Handled

outages escalation calls. Open and manage trouble tickets in remedy. Work customer notification tasks, work implementation tasks, send out pages to City management, NOC management upon trouble receipt/Schedule Maintenance failure following the maintenance policies and business rules set. Create and work externals; locate circuits using resources provided, notify customers affected, call the carrier/vendor to follow up. Send out daily and weekend scheduled maintenance reports to NOC management group and maintain accurate, complete records in corporate databases.

**Comcast**

Denver, Colorado

***Commercial Account Specialist***

August 2010 – December 2010

Supported the business service group; manage business service processes, processed business class video, Internet, and digital voice contracts. Coordinated and worked with staff and management. Handled all contract routing, notary requirements, changes and customer service related phone calls for the Business Services department, answer, provide customer service related calls for the commercial customer base group and internal customers, advise and made suggestions to the Business management as needed and appropriate. Prepared work to be processed by gathering, sorting, organizing, and recording data information and documents, completed enrollments by analyzing and auditing documents; researched and resolved processing problems. Provided information by collecting, analyzing and summarizing information; responded to requests. Maintained quality service by monitoring standards; advised supervisor of potential problems, prepared reports by collecting and analyzing information. Scanned and entered all contracts quickly and accurately in multiple databases, set up service installs for customers and follow up to welcome new customers. Acted as the central point of contact between the Business service division, customers, and stakeholders

**SPRINT**

Englewood Village, Colorado

***Customer Service Tech Support I***

July 2010 – August 2010

Analyzed routine and non-routine issues with wireless equipment, software applications, and network performance to identify the root cause and deliver an awesome solution. Worked with external and internal customers who call the support center, submit written request or make an internet based inquiry. Follow – up, research, or complete escalations to other experts on the team. Provided the best solution for each unique customer need even if it requires deviation from standard screens, scripts and procedures. Inform customers about product and services recurring issues to ensure that all customer issues are resolved timely.

**Comcast**

Greenwood Village, Colorado

***Tech 2 -Technical Support***

September 2009 – July 2010

Worked closely with customers to understand root cause for complex provisioning and repair – related tickets. Communicates and/or implements process requirements to reduce overall trouble rates with support from tech 3's, as required. Used multiple software systems, investigative, triage, troubleshooting knowledge and applications to ensure customer service orders and repair tickets are completed accurately and on-time. Works with moderate supervision/guidance. Accountable for individual results and impact on team.

**Direct TV**  
Englewood, Colorado

***Customer Service Representative (CSR) I***  
July 2007 – August 2009

Provided technical support for business infrastructure, including satellite equipments, network connectivity. Identified, resolved real or potential problems encountered during daily operations and determine appropriate solutions in a timely manner. Logically analyze alternative solutions and made recommendations for improvements to existing systems. Clearly presented information orally and through written means to technical department staffs, provided support to team members including new hires on Direct TV systems and lead the support team to maintain and build online documentation. Defined, tracked and met service levels.

**Sava Senior Care Administrative Se**  
Colorado Springs, Colorado

***CNA***  
October 2006 – November 2006

Provided personal care to the residents and patients within a skilled nursing facility. Responsible to assist residents with daily living activities such as turning and positioning, bathing and grooming, feeding, mobility and obtaining and recording vital signs and weight.

**T-Mobile**  
Colorado Springs, Colorado

***Technical Support Representative***  
December 2003 – November 2005

Built and repaired data devices, managed and created customer accounts in the support CRM system. Tracked, reported customer issues and provided technical assistance on supported devices for internal and external customers. Worked with other functional leads to ensure close inter team collaboration and to provide and receive internal support. Maintained and managed knowledge base of resolution paths and known issues accessible both internally and externally. Assisted in monitoring the technical support forum/ website and supported 24x7 processes for critical customers.

**US Bank**  
Colorado Springs, Colorado

***Teller 2***  
July 2003 – August 2003

Processed a variety of routine financial transactions including check cashing, withdrawals, deposits, and loan payments. Records all transaction and prepare daily settlements of teller cash and proofs transactions according to branch procedures. Greet customers, deliver prompt and efficient service and provides information and sells additional bank products and services. Issues money orders, cashiers' and travelers' check and completes foreign currency exchanges. Follows all required security procedures and policies. Process ATM deposits and reports to the head teller.

**Macy's Inc**  
Colorado Springs, Colorado

***Non-Exempt Sales***  
October 2002 – August 2003

Completed all processing and receiving activities in accordance with productivity standards timeliness. Responsible for customer carryout and special deliveries. Participate in stockroom maintenance, organization, and housekeeping.

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## EDUCATION

### **Bachelor of Science in Chemistry**

University of Colorado – Denver

Denver, Colorado – 2009

### **Master of Business Administration- Operations Management**

Regis University – Denver

Denver, Colorado – 2016

### **Executive Project Management Certification**

Regis University – Denver

Denver, Colorado – 2017

**Computer Skills:** Proficient in MS Office, Windows, Google Drive, and Mac OS environments

**Certification:** American Chemical Society certification, Executive Project Management certification

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