

Curriculum Vitae

Personal Details

Name: Ekeoma-Joel Christopher Eke
Date of Birth: 10th September 1975
Gender: Male
Nationality: Nigerian
Address: Flat A, 122, Spencer place, chapel town, Leeds, LS7,
4DT

Mobile: +44 (0) 7459505471
E-mail: Ekeomajoel@yahoo.com

Professional Summary

Experienced and capable of taking care of individuals with special needs and making sure they are provided with the care they deserve.

Skills

- Ability to work under pressure
- Communication skills
- Team-work oriented
- Organizational and planning skills
- Good listener and communicator
- Balancing safe

- Currency sorting
- Written and verbal communication

Work Experience

E & K Dry cleaning & Laundry Services

Self – employed

- Balancing safe
- Written and verbal communication
- Customer greeting
- Processed all transactional services efficiently and timely

Laundry officer

Ebony Hospital

02-03-2020 – 23-03-2023

Skills and Abilities

- Personal care
- Handover
- Moving and Handling
- Mental health support
- Challenging behaviour Adults
- Dementia Care
- First Aid
- Learning disabilities
- Care of Elderly (Frailty)
- Home Support task

Hobbies:

Reading, Interacting, Football, Meeting people from diverse background,
Networking.

How project managers impact organizations

You have learned that project managers can prioritize, delegate, and effectively communicate to deliver value to their projects. This reading will focus on the main ways that project managers can add value to projects and impact organizations, which include:

- Focusing on the customer
- Building a great team
- Fostering relationships and communication
- Managing the project
- Breaking down barriers



Focusing on the customer

Customers are always a key element to success in any business. There is no exception to that in the field of project management. In project management, the word “customer” refers to a person or an organization that defines the requirements of the project and sets important guidelines, such as budget and deadlines. In projects, customers can be internal or external. Internal customers are stakeholders within your organization, such as management, project team members, resource managers, and other organizational departments. External customers are customers outside of your organization, such as clients, contractors, suppliers, and consumers.

To successfully deliver a project, it has to meet the customer’s standards. To meet the customer’s standards, you have to make sure you clearly understand their expectations. The customer is at the center of a successful project. Project managers can add a lot of value to the project by building relationships with customers and taking the time to make sure the customer is heard and satisfied with the result.

Asking the customer questions

Let's discuss how you can focus on the customer in a project. First, sit with the customer and ask what problem they are trying to solve. You might ask if they have a specific vision of the final outcome they would like delivered. Sometimes, customers will lean on project managers to find the solution to their problem. It's your job to ask questions like:

- What is the problem you would like us to help solve? Example response: The customer wants help developing a new process that would allow their company to be more efficient.
- How is the problem impacting your organization? Example response: The customer states that they are losing clients because of their current inefficient processes since clients are sometimes receiving their orders late.
- What prompted you to ask for help now? Example response: The customer says that they may lose department funding if they do not improve efficiency.
- What is your hope for the outcome of this project? Example response: The customer states that their ultimate goal is to increase the speed at which they fill orders without sacrificing quality.

Taking the time to dig a little deeper into the “why” behind the project can help a project manager better support and understand the customer. The more you understand the customer's goals, the more likely you will be able to produce what the customer is seeking.



Building a great team

The team is a project's biggest asset. A successful project manager knows that and takes the time to understand each person's motivations, strengths, and weaknesses. Project managers add value to the project by identifying the right team for the project and enabling the team to be successful and make decisions.

When you work to build a great team, you have to consider the skills needed for the project, as well as the resources available. Understanding the customer's requirements helps shape the skills needed for your team. If you are working on a project that requires people with medical expertise and you hire people who do not have a medical background, no matter how hard that team works, they will not have the right skill set to complete the project. As project manager, you should bring on people with the right skills and ensure the team knows that each individual is valued, trusted, and

appreciated. You can demonstrate how you feel about the team's value by allowing them to have input and ask questions, and by addressing their needs as soon as possible.



Fostering relationships and communication

Maintaining customer satisfaction and building a great team are two ways that you, as a project manager, can add value to a project. Both of these skills are built on the foundation of relationships and communication. The project managers who add the most value are the ones who take the time to build relationships, communicate, and treat others with consideration and respect.

Project managers can set the tone for a project and build relationships within their teams and with stakeholders. Taking the time to check in daily with your team, see how they're doing, and ask if there is anything they need help with can go a long way towards making them feel valued and heard.



Managing the project

When you build teams, each person is generally assigned specific project tasks. Once each task is done, the person responsible for that task hands that part of the project over to the next person. Your team members don't always see the whole picture and how they impact others in a project. A successful project manager sees the impacts of each process within the project and communicates those impacts to the team. This ensures that everyone working on the project understands their task goal as well as the big picture goal for the finished product. For example, if a graphic designer working on marketing materials for your project doesn't understand the customer's overall goal to appeal to educators, they may not be able to fully capture the vision for the campaign. Helping this team member understand the big picture allows them to tailor their tasks to meet the needs of the project end goal.

Managing a project can be busy, but if you take the time to build relationships and maintain open lines of communication, you will increase the chances of the project's success as well as the customer's and your team members' satisfaction.



Breaking down barriers

Sometimes, when you ask why something is being done a certain way, the response you get is, "Because we've always done it this way." A project manager adds value to a project when they break down barriers, allow their team to innovate new ways to do things, and empower them to share ideas. As a project manager, you have to model ingenuity and collaboration, and encourage your team to do the same.

How can you break down barriers on a project? You can provide support for your team as they try new approaches to find solutions, and you can advocate for additional resources for your team. If your team is having a hard time getting an answer from another organization, you can reach out to the organization yourself in order to keep the team on track and on schedule.

Key takeaway

You have now learned some of the ways that project managers can add value to projects and impact organizations. By focusing on the customer, building a great project team, fostering relationships and communication, managing the project, and breaking down barriers, you can overcome obstacles and find solutions to succeed.

Assignment template – Level Six Undergraduate

Business and Management modules

Part 1 (Template 1) (relates to part 1 of the assessment – **up to 1.400 words (+- 10%)**)

Critical literature review titled: *“Undertake a critical review of the literature regarding ‘employability’. Consider the current market place for graduates (general or targeted industry of interest) and choose a career path informed by career theory”.*

(please adapt the title to the job market and/or industry you target)

e.g. Title: *“A critical literature review of employability and of the Chinese marketing industry underpinning my career path informed by Holland’s career theory”*

Utilizing secondary sources of information is essential to achieving the primary goal of this study, which is to improve employability within the financial sector in the United Kingdom. In particular, readings will be sought out from books written by authors who have made significant contributions to the discipline. The findings will be put to use to do more research into recent developments in the financial industry of the United Kingdom, specifically with regard to the challenges of finding work. In order to accomplish this objective, we will be using articles that provide information on the topic. The inquiry will begin with a comprehensive analysis of the labour market in the United Kingdom, and it will then proceed to a more in-depth examination of the financial system.

There are many different ways of thinking about employability. The extent to which a person is able to obtain and maintain employment that pays adequately is one definition of employability. On the other hand, there is a significant amount of discord between hiring managers and candidates regarding the characteristics of someone who is employable. For instance, employability may be defined as the acquisition of leadership skills that are suitable for a certain workplace. However, from the perspective of people who are actively seeking job, employability can be described as the availability of practical means of transportation to and from the place of employment, as well as accommodation in close proximity to the place of employment (Yu & Chen, 2021). Because it is one of the economies that is developing at the quickest rate in the world, the United Kingdom has made it a top priority to raise the standard of living of its citizens.

The federal government of the United Kingdom has come to the conclusion that investing in human capital is essential to the development of a robust economy. The country's thriving economy has had a significant impact, both individually and collectively, on the employability of its residents. The unemployment rate in the United Kingdom is one of the lowest in the world, coming in at only 1% (Wong et al., 2021). This is particularly impressive when compared to other economies that are still in the process of developing. This indicates that people looking for work in this country have a greater chance of receiving acceptable chances than their counterparts in other countries do. Even though the government has been placing a greater emphasis on the cultivation of human capital in recent months, concerns over the employability of the population of the United Kingdom have grown dramatically in recent months. If multinational firms are moving their operations to a country, this is a positive sign for the economy of that nation. Most new college graduates are not up to par

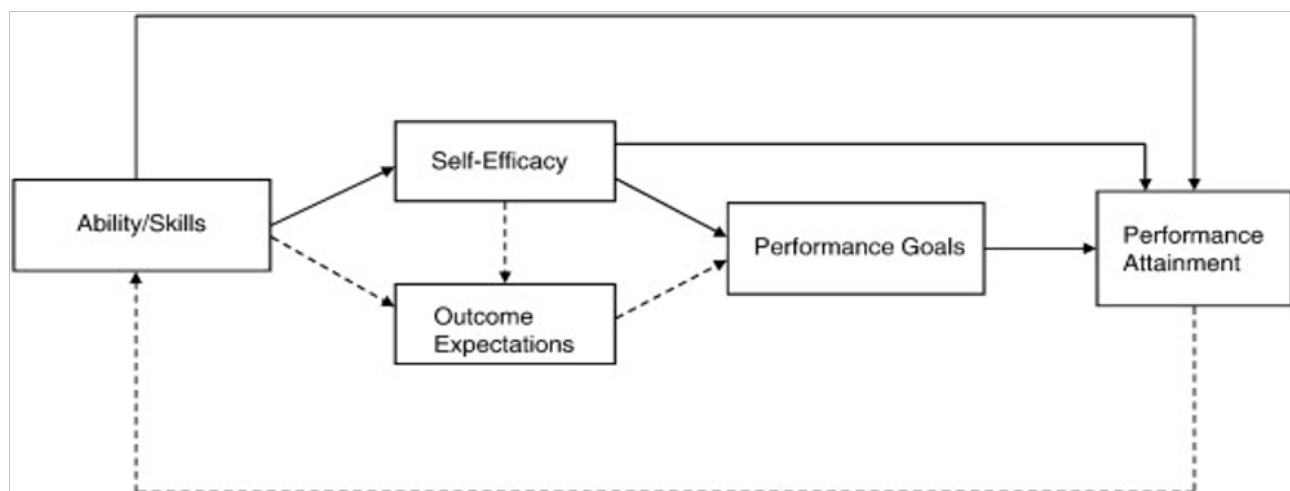
when it comes to satisfying the requirements of the local companies that have already established themselves in the region.

The vast majority of fresh graduates are unaware of the stringent regulations that public and private firms must adhere to. The fact that increased funding for education and training does not result in improved employment prospects for recent college grads is the primary source of concern in the United Kingdom. When young people make the transition from formal education to the workforce, the author contends, they are thrust into a world filled with a great many unknowns that they must learn to navigate (Wendling & Sagas, 2020). According to projections made by the World Economic Forum, in the future there will continue to be a shortage of competent workers relative to the number of job openings. According to the author's point of view, the availability of educational possibilities has the potential to contribute to the narrowing of the wealth gap. There is a widespread perception that obtaining a college degree is the most effective approach to improve one's chances of finding gainful employment.

Higher education graduates usually hold the belief that they have a greater number of chances available to them in the workforce as a result of the substantial amount of knowledge and skills that they have obtained. Those with a college education have a better chance of securing high-paying positions in the labour market in the UK, which is a fantastic illustration of this idea. In an effort to raise the level of competitiveness possessed by the British labour force, the government of the United Kingdom has raised the amount of money spent on higher education (Wong et al., 2021). People who are not citizens of Britain make up the vast majority of the people who are employed in the United Kingdom. It is essential to keep in mind, despite this, that the participation rate in the labour force in the United Kingdom is steadily increasing, as can be shown by the very minor percentage shifts that have been observed over time. To cite just one illustration, during the period between 2017 and 2019, the number of persons with jobs in the United Kingdom increased by 0.2%. The concerted efforts made by the government to encourage higher education are one of the factors that have contributed to the marginal increase in employment.

According to Yu and Chen (2021), 45% of the working population in the United Kingdom possesses a bachelor's degree or higher. In addition to this, 78% of the workforce in the public sector in the United Kingdom possesses a degree that is at least equivalent to that of a bachelor's degree. According to research conducted by the planning and statistics department in the United Kingdom, females have higher levels of competence

than males do. According to a number of studies, women had a greater chance of possessing the level of education and experience required for top occupations. According to the World Bank, more than half of the working population in most countries other than the United Kingdom does not have a high school diploma. This statistic excludes the United States. The presence of such data demonstrates that the team in question has received adequate training, which is promising. In addition, the findings lend credence to the idea that employers are more likely to offer favourable employment conditions to individuals who have completed higher education (Wong et al., 2021).



The chart that was just mentioned demonstrates that the social cognitive career theory has a significant propensity to explain the working conditions that exist in the UK. The social cognitive career theory was developed with the intention of pointing students and job-seekers alike in the direction of jobs that are more likely to provide them happiness. It is also believed that a person's level of self-efficacy anxiety and their expectations of the outcomes of their actions have a considerable impact on the professional opportunities available to them. People who have faith in their own capabilities, on the other hand, are more inclined to push themselves to their limits by setting ambitious goals for themselves. It is generally believed that a person's willingness to try new things in the job is a good sign of their adaptability and, thus, their employability. The gloomy job statistics that have received widespread coverage are connected to this concept in some way. It would appear that the majority of students and those looking for work suffer from low levels of self-efficacy,

as this is reflected in their inability to locate suitable employment. Because of its robust economy and sizeable labour market, the United Kingdom is, in the end, an excellent location in which to seek employment. The enormous number of people currently living in the country who are not native born is evidence of this fact. According to the findings of the study, fresh graduates in the United Kingdom were not aware of the requirements of the market, so they did not take advantage of opportunities to further their careers. This issue has made it more difficult for students to make the transition from the academic world to the working world (Wong et al., 2021).

Part 2 (Template 2) (relates to part 2 of the assessment - **2.0 no word count, 2.1, 2.2 and 2.3 up to 1.600 words (+/- 10%)**)

2.0	Your chosen graduate level target job, or intended career progression role when graduating, or self-job role, if intending to become company owner or entrepreneur		
	<i>Please include all relevant information in this table.</i>	Job title:	Marketing Executive
		Name of company:	Newcastle and Stafford Colleges Group (NSCG)
		Country where the job is based:	England, United Kingdom
		Purpose of the job:	Deliver marketing activities to support the end-to-end student recruitment journey and build the external reputation and brand awareness of NSCG. Work closely with the head of the Marketing team, developing and implementing multi-channel, campaigns and fostering positive relations with stakeholders. exemplary communication skills and analytical mind-set. Use research and insight to inform the marketing planning process and with the wider team create brand, campaign and tactical plans to support recruitment targets and reach the College's core audience segments, including the 16-18 youth audience and their influencers, adults, apprentices and employers.
	Job requirements:	<ul style="list-style-type: none"> • Education to A Level standard, or equivalent. • Degree in relevant field but not essential. • CIM qualification or willingness to work 	

			<ul style="list-style-type: none"> • Experience in leading operational marketing activities and delivering integrated multi-channel campaigns using social media, digital media, web, PR and print. • Line management experience is desirable but not essential • communications skill and creative processes. • Able to pay excellent attention to details – at first time approach. • Ability to write and interpret briefs. Copywriting, proof reading and editing skills. • Exceptional service skills and ability to build professional relationships with a variety of stakeholders • flexibility with occasions, evening/weekend working hours to cover key events. • own a vehicle and ability to travel within region for business purposes.
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2.1	A reflective self-assessment of your knowledge, skills, abilities and attributes mapped against the requirements of a potential employer and job role to ascertain your suitability for your graduate position/organisation.
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After enrolling for this class for the very first time, I quickly realised how little I know about the topics covered by the National Diploma degree in marketing concerns. As a result, I reasoned that taking this class would considerably improve my ability to deal with challenges associated with marketing and, as a consequence, my capability to carry out duties associated with my career. This position has been strengthened as a result of the personal stories that were shared during the sessions. I have already been through a few of the situations that are going to come up during the course of my work commitments. In addition, the information that I picked up from the course materials has helped me to solidify my overall perspective on the procedures involved in marketing. It is helpful for accountants and financial advisors to have information, abilities, and talents that they have acquired over the years because these things are associated with their goals and the requirements of their jobs. I am currently enrolled in college, and I believe that my educational background is sufficient to meet the prerequisites for the position that I am looking for. In addition, I participated in a 52-week internship, which proved to be an extremely helpful experience in preparing me for a career as an accountant and financial counsellor. This is especially true when taking into consideration the fact that a university degree is considered essential for work in the United Kingdom. There is a prevalent belief that obtaining a degree from an accredited educational institution improves one's capacity to deal with the challenges that are associated with working in a specific profession. As was illustrated with the case of the United Kingdom, the vast majority of people holding university degrees are evaluated for potential careers. My education has also assisted me in evaluating my skills in relation to the requirements of specific jobs. My understanding of how my skills align with the requirements of my job has been greatly aided by the utilisation of psychometric testing. This is a significant achievement in my professional life because it enables me to perform the requirements of my position more effectively and go above and beyond them. For example, a score of 99 percent on the numerical thinking test was one of the most relevant outcomes from the psychometric exam through the use of this specific test, I was able to demonstrate my remarkable capabilities in managing numerical responsibilities, which are common while dealing with accounting and financial concerns. To successfully raise public awareness of financial challenges, one must have a complete understanding of financial issues. According to the psychometric analysis, I got an A in logical reasoning, which means that I performed very well on the task that I was given. My success in the classroom is evidence that I am capable of logical thinking, which is necessary for me to be effective in my career and which I have demonstrated. One must be capable of critical thinking if they wish to have success as an important corporate financial advisor. Logical thinking abilities have become more readily available, which has effectively met one of the requirements of various jobs, namely the capability to think in a logical manner. This ability will assist me to a significant degree in correctly analysing what is taking place at work and,

as a result, providing the most useful guidance to those who are seeking my perspective. In order to succeed in a difficult and demanding working environment, one of the most important skills to possess is logical thinking. Logic, in particular, is essential for navigating the challenging circumstances that define financial advising and for assisting clients in accomplishing their financial goals by conducting a critical analysis of the environment in which they work. This can be accomplished by analysing the environment in which they work. In addition, every customer has their own unique psychological requirements, which makes the development of emotional intelligence necessary. In this situation, logical thinking is going to be absolutely necessary in order to evaluate a wide variety of aspects and make suitable proposals. My ability to think verbally has significantly improved as a result of the combined expertise of my co-workers and their participation in a variety of different types of training. In spite of this, the low grade I received for the entirety of the analysis and the outcomes of my psychometric tests indicate that I still have a ways to go before I am satisfied with my performance in this particular domain. In my role as a financial advisor, it is imperative that I continue to strengthen this ability since it will enable me to speak more clearly with customers and provide sound guidance. In spite of the fact that this did not present any difficulties during the process of applying for a work as an accountant and financial advisor, I believe that this is a domain that will in the near future call for an increased amount of exceptional training and growth. The Belbin preferred exam identifies me as an excellent resource investigator, expert, team player, and monitor assessor; all of these characteristics are ones that I already possess. Due to the fact that I have these skills, it is likely that I will be able to fulfil the requirements of my accounting and financial advisory jobs. The resource investigator does an excellent job of evaluating the client's current financial situation and then providing them with relevant advice to aid them in improving their situation. On the other hand, being a team player indicates that I am capable of successfully cooperating with both my coworkers and the organisation as a whole in order to find solutions to difficulties. Because it makes it easier to divide up responsibilities and get a wide variety of stakeholders involved, teamwork is widely regarded as an efficient method for resolving issues inside a company. In addition, having this level of expertise is essential in order to fulfil the requirements for the implementation of financial advice. This is an issue that can't be ignored for much longer. Interaction with the other members of the team in this situation enables the collection of a diverse range of data that is helpful in the accurate fulfilment of the job requirements for this role. In consideration of the factors discussed previously, the social cognitive career theory provides the most in-depth explanation of the actions I intend to do in order to improve my professional capabilities. According to the hypothesis, a person's self-efficacy fears and outcome expectations have a significant impact on the professional opportunities available to them in the workplace. My drive for self-actualization at work will serve as the key impetus for me to acquire

	<p>the necessary skills and experiences in order to further my career inside the company, given the current circumstances. To put it another way, a person's employability is mostly decided by the qualities that they possess as well as the circumstances that characterise the setting in which they wish to work. On the other hand, developing one's skills and growing one's knowledge is essential to making professional headway.</p>
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2.2	<p>Your career plan for the next 5 years (informed by career theory) identifying Knowledge Skills Abilities' (KSAA's) and attributes required at each stage of development)</p>
	<p>It is my intention to increase both the breadth and depth of my knowledge and skill set by ensuring that I am always learning new material that will be useful to me as I progress through the many professions. I am going to receive my diploma, and I have come to the conclusion that a career as a financial advisor would be the most suitable option for me at this juncture in my life. Taking into account that this is employment at the entry level, I can see how it would be a better fit for my skills. Because of the factors discussed above, the economy of the United Kingdom provides a diverse range of employment opportunities. This is evidenced by the large number of people from other countries who are employed in the United Kingdom. Aside from that, young people who have recently graduated from college have a lot of work possibilities to choose from. I believe that being a financial business advisor is the second role that is important for me to advance farther in my profession. I have previous experience working in this industry and at this company. According to the criteria that are currently in place, the candidate for this position must have a minimum of three years of experience in a related field. At this point in time, I have only worked for a total of 56 weeks, which is not enough experience to be considered for employment in this position. As a consequence of this, gaining experience in the field of business analysis through employment for a period of at least two years will equip me with the knowledge and skills necessary to advance my career and become a senior financial business analyst. In addition to the requirements for professional experience, which I do not currently possess, the job requires an in-depth understanding of the financial company as well as the needed communication skills in order to be successful. I believe that the two years of experience that I have gained as a business analyst will be of assistance to me in developing these skills and capabilities even further. My career has advanced to the third level, which is senior financial management. I am very grateful for this opportunity. As was said before, the progression through the stages will equip me with the skills and information necessary to carry out the responsibilities associated with a managerial post. Acquiring a minimum of five years of relevant work experience in the industry is required for this position. As a consequence of this, after serving in the function of financial business adviser for a minimum of three</p>

	<p>years, I will think about submitting an application for a job in this department if one becomes available. In addition, the position requires the completion of an MBA programme at an accredited educational establishment. In light of these circumstances, I will give some thought to pursuing additional education in order to better prepare myself for the leadership and management post for which I have applied. My long-term objective is to advance to the position of financial director, which I currently hold. To be eligible for consideration for this position, candidates must have a minimum of nine years of experience that is directly related to the job. As a consequence of this, I would want to submit an application for this corporate job after having spent more than nine years working in the business. In addition, it is of the utmost importance to emphasise the fact that the nine-year time period will be required for this circumstance for the purpose of my acquiring the relevant competence and expanding my academic understanding in the field. When I apply for the position of finance director, which is something I am very interested in pursuing, having experience in management and leadership will provide me a huge competitive advantage.</p>
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2.3	<p>Conclusions and areas for further development</p>
	<p>I recently earned my bachelor's degree and possess the knowledge and abilities required to operate as a marketing consultant in the financial industry. My capacity to meet the demands of my employment in a more effective and efficient manner has increased as a result of my participation in psychometric testing, work experience, and the knowledge I gained in undergraduate courses. According to the results of psychometric testing, both my ability to think mathematically and my capacity for logical reasoning are above average. In this situation, the ability to reason numerically enables me to handle the accounting obligations that have been given to me. In addition, I am able to evaluate a wide range of financial scenarios in a timely and effective manner thanks to my reasoning abilities. If I do not have the prerequisite skills, I will not be able to advance up the corporate ladder. The next important step in my career development will be to earn a master's degree in business administration (MBA). In the</p>

	not too distant future, this will be a key component of the application process, as well as the qualifications necessary to occupy a managerial position. Aside from that, now that I am aware of how difficult it is for me to appropriately communicate my perspectives to other people, I would like to work on improving my ability to communicate effectively. As I progress further in my job, I will need to remember to keep this in mind.
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Template 3 (relates to part 3 of the assessment - **no word count but please keep it short and concise**)

3.0	A summary of your toolkit key results and themes – you may also use figures here to illustrate the points made	
	Toolkit/questionnaire:	Your results:
	What job suits me questionnaire, (First 10 results summary) or, Job match beta (first 3 job groups), or both (if wanting to experience/benefit from both)	
	VARK	
	Honey and Mumford Learning Styles	
	Numerical reasoning	

	Verbal Reasoning	
	Logical reasoning	
	Belbin preferences	
	Workstyle Personality Questionnaire	

3.1	<div data-bbox="156 147 1520 208">Covering letter</div> <div data-bbox="244 331 702 407">Format: portrait</div>
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3.2	<div data-bbox="156 848 1520 909">Completed application form</div> <div data-bbox="244 972 702 1048">Format: portrait</div>
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3.3	<div data-bbox="156 1550 1520 1610">Your CV</div> <div data-bbox="244 1796 702 1872">Format: portrait</div>
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3.4	Observer's feedback from interview activities	
	Please scan and fully include in here)	

3.5	Observer's feedback from group activities	
	Please scan and fully include in here)	

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3.6	Career development plan template (i.e. Framework for Career Plan and Self-Analysis available on the ELP week 5)

4. References

Wendling, E., & Sagas, M. (2020). An Application of the Social Cognitive Career Theory Model of Career Self-Management to College Athletes' Career Planning for Life After Sport. *Frontiers in Psychology*, 11. <https://doi.org/10.3389/fpsyg.2020.00009>.

Wong, C. Y., Boon-itt, S., & Wong, C. W. Y. (2021). The contingency effects of internal and external collaboration on the performance effects of green practices. *Resources, Conservation and Recycling*, 167. <https://doi.org/10.1016/j.resconrec.2020.105383>.

Yu, D., & Chen, Y. (2021). Dynamic structure and knowledge diffusion trajectory research in green supply chain. *Journal of Intelligent and Fuzzy Systems*, 40(3), 4979–4991.
<https://doi.org/10.3233/JIFS-201720>.