

CHIDI AJAGBA

(240) 242-9420

chajagba@gmail.com

PROFILE SUMMARY

3+ years experienced IT project management professional, detail oriented, analytical, and organized with critical thinking and progressive experience in project life cycle, project management and working knowledge of systems development lifecycle. Experience in Agile design, implementation and management of multiple projects. Experience in all phases of the Software Development Life Cycle (SDLC) and knowledge of complex business processes. Have ability to write and communicate clearly and concisely and also to document effectively. Work well collaboratively in a team environment and work on multiple priorities effectively. Demonstrated ability to consistently deliver high quality results and strong technical skills.

CORE COMPETENCIES

- Project Management & Problem Solving
- Highly Organized & Time Management Skills
- Skilled Communicator with technical and non-technical team

CERTIFICATIONS

- CompTIA Security + Certified
- PMP Certification (Bootcamp Training)
- ITIL Foundation Certification (Bootcamp Training)

SKILLS

- Platform: Windows OS, Apple IOS, Linux
- Software: High proficiency in Microsoft Office, including Project, PowerPoint, Word, Excel, Outlook, OneNote, SharePoint, Clarity and Visio
- Tools: Active Directory, Service Now (SOM), Trello, Asana, Teamwork, Smartsheets, Citrix
- Data Analysis: Data cleansing, data preparation and validation, analyzing data and interpreting data trends

EDUCATION

- University of Maryland Baltimore County (UMBC) – Bachelor of Science

SUMMARY OF QUALIFICATIONS

- 3+ years Project Management principles and practices
- Experience in project management and ability to effectively prioritize and execute tasks in a fast-paced environment and multi-facility health care system
- Proven ability to solve problems creatively and excellent analytical skill
- Strong interpersonal skills and extremely resourceful
- Strong organizational skills including time management, scheduling, coordinating meetings and using time efficiently, as well as managing multiple projects at one time
- Strong familiarity with project management software tools, methodologies, and best practices
- Excellent leadership and problem-solving skills with ability to influence and work effectively with internal and external project stakeholders
- Strong knowledge and understanding of business needs, with ability to establish and maintain high level of customer trust and confidence
- Excellent ability to present and explain technical information in a way that establishes rapport, persuades others and gains understanding
- Superior written and presentation skills and ability to write concise, comprehensive project management and technical documents
- Leads team members through the details of project initiating, planning, executing, monitoring, and closing
- Ability to interpret technical solutions for business process and procedure and be able to effectively communicate it to the client/vendor
- Excellent understanding of general business practices and process design
- Continuous technical education and training in IT tools and technologies

PROFESSIONAL EXPERIENCE

TEKSYSTEMS - University of Maryland Medical Center

Largo, MD

Senior IT Technical Analyst

09/2020 to Present

- Provide support to problems by meeting with clients to observe and understand current processes and the issues related to those processes
- Provide written documentation of findings to share with the client and other IT colleagues
- Develop detailed tasks and project plans by analyzing project scope and milestones for projects in order to ensure product is delivered in a timely fashion according to software lifecycle standards
- Write functional/technical specifications from the system requirements, putting them into functional and technical descriptions for use by programmers and business analysts to develop technical solutions
- Provide tier- 1 help desk customer support with a broad understanding of Cerner applications/modules related to patient care, including registration and scheduling, clinical systems for doctors, nurses, emergency personnel, and other care providers
- Provide customer support for systems for pharmacist, and radiologist; and billing systems for insurers
- Provide support to customers, understanding their problems, and providing basic tips on solving the problem
- Create and document comprehensive test plans that include test scenarios using the appropriate testing tools to validate and verify application functionality
- Supervise all changes by using the appropriate test scenarios to ensure all delivered solutions work as expected and errors are handled in a meaningful way
- Implement changes by adhering to the change management policies and procedures for any given project to communicate to all parties the nature, significance, and risk factors of the solution
- Monitor changes, test to ensure change success, resolve issues, and communicate status
- Work with the Epic analysts to delegate tasks and track updates, progress, follow-ups, and meetings between team members, reporting teams, and the site's clinic manager, access and billing leadership
- Provide and co-ordinate Go-live support
- Excellent timely follow-up, communication and closure of all outstanding issues and requests

NTT DATA – Medstar Health

Baltimore, MD

Project IT Technical Analyst

03/2017 to 09/2020

- Participated in project design meetings and proposed improvements when necessary and evaluated potential problems and technical hitches and developed solutions
- Planned and managed team goals, project schedules and new information and supervised current projects and coordinate all team members to keep workflow on track
- Managed projects with top-down oversight throughout entire execution to ensure success as defined by adherence to standards of scope, budget, and timeline.
- Participated in developing comprehensive project plans that merge customer requirements with company goals and coordinate various managers and technical personnel during all project phases, from initial development through implementation.
- Communicated proactively with all involved personnel to provide encouragement, identify problems, create solutions, and implement efficiency improvements
- Demonstrated strong interpersonal and customer service skills to foster relationship-building and promote the value of project management across the health system
- Worked as Subject Matter Expert for projects assigned, responsibilities included needs assessment, solution development, reporting, technical documentation and communication to stakeholders
- Coordinated project post mortems and created a recommendations report in order to identify successful and unsuccessful project elements
- Conducted in-depth technical reviews of new and existing IT systems in order to identify the appropriate mitigation strategies required to bring these systems into compliance with established policy and industry guidelines
- Tracked project milestones and deliverables. Developed and delivered progress reports, proposals, requirements documentation, and presentations
- Determined the frequency and content of status reports from the project team, analyzed results, and troubleshoot problem areas
- Monitored ticketing queues, prioritize technical issues, document processes and resolved incidents

- Lead an assigned team of technical, clinical, and vendor personnel. Provided direction to other teams as required as part of assigned projects
- Incorporated and lead others in the use of the software development lifecycle to include analysis, design, development, testing, training, deployment, and maintenance of applications
- Managed projects, developed and directed technical project teams through all phases and activities of the project life-cycle

Health and Human Services, State of Maryland

Family Investment Specialist II

Baltimore, MD

04/2014 to 03/2017

- Participated in project meetings and conducted project analysis
- Prepared and updated project plans, resources and status reports
- Identified documents, prioritized, and managed risks according to potential impact on projects. Created, managed, and executed risk mitigation and response plans on projects
- Effectively communicated project expectations to team members and stakeholders in a timely and clear fashion
- Built, developed, and grew internal relationships vital to the success of the project
- Demonstrated outstanding incident reports, and provided communication to individual customers, and third parties in accordance with internal policies
- Developed full-scale project plans and associated communications documents
- Identified and resolved issues within the project team
- Developed best practices and tools for execution and management
- Provided clear communications (oral and written) and share knowledge at all levels of the organization
- Supported Senior Project Managers and Program Managers in the execution of projects
- Reviewed teams work for technical viability and for adherence to institutional standards and guidelines
- Prepared, implemented, monitored, and updated the project plan. Coordinates with the business owner and upper-level management to ensure the actions are consistent with the approved plan.

CompuSmart LLC

Project Analyst (Part-time Contractor)

Baltimore, MD

03/2012 to 04/2014

- Collaborated with business and technology teams to identify issues, establish objectives, develop recommendations, and implement solutions for our clients
- Developed, communicated, and implemented project risk and issue management plans and strategies
- Responsible for leading small to medium sized projects, developed timelines and checked progress.
- Deployed and organized resources, developed project plan and schedules. Managed issues, provided guidance and support to project team members to achieve project outcomes
- Assisted in the translation of business requirements into practical IT solutions that can be implemented
- Provided technical guidance, suggestions and expertise to the project team
- Provided lead resource for dealing with project issues, ability to lead projects
- Researched and resolved implementation-related Customer Support Center Tickets
- Provided end user support for project management methodology and application
- Participated in end user education of project management methodology on application
- Participated in administration of project management application
- Acquired working knowledge of system application implementation, enhancement and support methods
- Tracked project schedules, reports on progress and takes corrective action as needed
- Implemented and managed changes and interventions to ensure project goals are achieved
- Achieved successful delivery of complex IT solutions with accurate planning, effective execution, and appropriate documentation
- Identified standards or requirements for change management. Participated in change control
- Developed and implemented information systems security and entitlement requirements and plans