

Ame Uwoghiren

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SUMMARY

- Experienced Software Implementation Project Manager with over four years of experience providing stellar onboarding and customer support in B2B (SaaS) and B2C organizations across the service, healthcare, and custom software industries.
- Effective project management, stakeholder engagement, cross-functional team collaboration, and communication skills. Efficient task prioritization and remarkable troubleshooting, problem analysis, and resolution skills.
- An adept understanding of project lifecycle and methodologies, experience using various computer programs and web services, and quickly adapting to new technology.
- Experience managing customer implementation and onboarding projects and account management activities, gathering and analyzing client requirements, identifying trends and recommending solutions to improve efficiency and overall customer satisfaction.

EDUCATION & CERTIFICATIONS

Graduate Certificate in IT Business Analysis (Part-time), Cambrian College • 4.0	Transcript Credential	2022 - 2023
Certified Scrum Master (CSM) – See Credential		May 2022
Web Developer Bootcamp, Busy QA		2020 - 2021
Master of Science, University of Lagos • 3.71		2015 - 2016
Bachelor of Science, University of Benin		2009 - 2013

SKILLS

Languages: JavaScript, HTML5, CSS, SQL

Tools & Technical Skills: Visio, Excel, PowerPoint, Jira, Zephyr (Test Management), Salesforce, Tableau, Confluence, SDLC, Process Analysis and Improvement, Data Analysis, Quality Assurance, Project Management, Change Management.

Soft Skills: Customer engagement and relations, Problem-Solving, Technical Writing, Requirements management, Versatility and adaptability, Cross-functional team collaboration, Critical Thinking, and Excellent verbal and written communication.

WORK EXPERIENCE

Implementation Manager, Professional Services, Achievers Solutions Inc. Canada **Feb 2024 - Present**

- Leading four concurrent customer-facing projects across Mid-Market, National, and Enterprise organizations. Managing all aspects of the implementation project, including facilitating remote working sessions, managing scope, risk, project timelines, escalations, status meetings and consulting on best practices. Utilizing Mavenlink, Excel, and Smartsheet to increase project tracking efficiency.
- Overseeing and liaising with Technical Consultants, Customer Success Managers, and Creative Design Specialists on strategic solution design, user acceptance testing, and system design and integrations.
- Providing guidance on change management and developing communication plans to support program implementation and adoption rates within the first 30 – 90 days post-implementation.

Support Services Specialist, Achievers Solutions Inc. Canada **Nov 2022 - Jan 2024**

- Gathered, documented, and analyzed requirements from program administrators and Customer Success Managers for over five post-launch projects monthly. Collaborated with the creative design team and technical consultants on implementing program modules and campaigns, resulting in an average 25% increase in customer engagement.
- Program Audits: Conducted comprehensive program audits for client accounts, reviewing permissions, logic, and reports. Identified and resolved security vulnerabilities, improving overall platform integrity.
- Built user-friendly custom content pages using HTML and CSS, resulting in up to 20% increase in site traffic.

- Filed detailed and comprehensive tickets for complex issues requiring engineering intervention, ensuring clear communication and expectations for issue resolution timelines.
- Acted as a subject matter expert when communicating with program administrators about our products, provided in-depth knowledge and support, and collaborated with the product engineering team to implement partner-driven product feature requests, contributing to product improvement.

Software Implementation & Technical Support Specialist, CloudMD Software& Services Mar 2021- Nov 2022

- Collaborated with the sales team to manage end-to-end onboarding, implementation and integration of Juno EMR, MyHealthAccess, and ClinicAid software for 35+ clients annually, maintaining a 98% client satisfaction rate. Gathered and defined system requirements and permissions, scheduled and managed their data imports, and system quality and user acceptance (UAT) testing post-imports.
- Advised the product team on end-user feedback, leading to the implementation of feature improvements that increased overall user satisfaction.
- Built and modified HTML/ JavaScript e-forms and letter templates. Composed and modified SQL query templates with conditional logic to provide users with accurate clinical reports on demand within Juno EMR, reducing manual reporting labour by 90%.
- Tier 2 Technical Support: Troubleshoot, analyzed root cause and recommended solutions to issues escalated by Tier 1 support specialists and escalated complex bugs to the development team.
- Juno EMR Knowledge base project; wrote and published knowledge base articles for newly implemented features and created and delivered training materials for both internal teams and clients, improving user proficiency and reducing support tickets by up to 20%.

Technical Support Consultant (Residential Internet), Rogers Communications Canada Sept 2019 - Feb 2021

- Diagnosed and resolved 95% of internet connectivity-related technical issues, handling an average of 25 customer queries daily. Achieved a first-call resolution rate of 85%, reducing the need for escalations and improving customer satisfaction, proven by an average monthly score of 95% for customer satisfaction surveys.
- Demonstrated proficiency in supporting multiple operating systems and devices, resolving issues across Windows, macOS, iOS, and Android platforms
- Provided email support to customers with queries regarding configuring email accounts/troubleshooting errors on mobile and PC email clients.

Operations Analyst, Nigeria Security and Civil Defence Corps (NSCDC) Feb 2016 - Jun 2019

- Led the digitization of administrative processes and personnel record management for the Medical Unit, supervising a team of four (4) staff members.
- Reduced health data retrieval time by 75% by developing and implementing an electronic health records management system in conjunction with an optimized paper filing system.
- Enhanced overall office inventory management efficiency by 40% by designing and implementing an automated Microsoft Excel Workbook for streamlined data entry, real-time stock replenishment tracking, and office supplies procurement.
- Assumed full responsibility for managing vendor relationships and executing price negotiations on behalf of the unit, achieving cost savings and ensuring optimal procurement outcomes.

Business Operations Analyst, ClientKnowledge Limited (Engineering and Procurement) Feb 2013 - Jan 2015

- Facilitated over 60 critical project requirements gathering meetings with prospective and existing clients, ensuring alignment with organizational goals by developing project scope, timeline, deliverables, and recommendations.
- Identified and tracked key performance indicators impacting the company and client operations, providing valuable insights for strategic decision-making.
- Reduced the engineering team's monthly expenses by 10% by pinpointing operational inefficiencies, recommending targeted process improvements, and meticulously reconciling expense reports.