

Chimeruo Egbo

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CAREER SUMMARY

Dynamic Business Analyst with a proven track record in employing advanced analytical methodologies such as PESTLE, BPM, and MoSCoW to drive organizational success. Demonstrated expertise in fostering company growth and optimizing team performance. Committed to revolutionizing traditional analytical paradigms, equipped to craft innovative business analysis frameworks tailored to meet diverse operational demands.

EDUCATION

BSC Computer Science

Nnamdi Azikiwe University, Awka, Nigeria

September 2005

Master of Health Administration in Healthcare Administration

IICSE University, Wilmington, Delaware, USA

March 2020

WORK EXPERIENCE

Senior Business Analyst

Abuja, Nigeria

National Health Insurance Authority, Nigeria

Jan. 2022 - Current

- Conducted in-depth data analysis to pinpoint the root causes of challenges and proposed effective solutions.
- Led change management initiatives during major system overhauls, ensuring minimal disruption to daily operations and fostering employee acceptance of new processes.
- Produced standardized and customized reports to offer actionable insights into business performance.
- Enhanced project efficiency through meticulous analysis of business processes, identifying and implementing optimization strategies.

Client Operations Manager

Abuja, Nigeria

National Health Insurance Authority, Nigeria

Jan. 2019 - Dec. 2021

- Orchestrated the management of intricate client portfolios, maintaining consistent communication with all stakeholders.
- Implemented cost-saving measures by identifying operational inefficiencies and leveraging data analysis.
- Drove initiatives to boost employee engagement, resulting in heightened morale and productivity.
- Elevated client satisfaction levels by promptly addressing operational challenges and implementing effective resolutions.

Customer Experience Manager

Abuja, Nigeria

National Health Insurance Authority, Nigeria

Mar 2013 - Dec 2018

- Spearheaded the introduction of self-service options, allowing staff to focus on complex queries and proactive endeavors.
- Optimized customer support operations through collaborative service frameworks and targeted initiatives.

- Cultivated strong client relationships, consistently exceeding service standards.

PROJECTS

- As a Scrum Master, improved business processes, facilitated Scrum events, and successfully scaled Agile methodologies across the organization.
- Analyzed customer service trends to identify opportunities for enhancement, providing actionable feedback to management.

SKILLS

Technical Skills: SQL, Excel, Power BI, Tableau, Microsoft Office 365, PowerPoint, Lucidchart, Trello, Jira, Slack, Wrike

Soft Skills: Clear communication, critical thinking, customer service, advanced analytics, time management, creative problem-solving, interpersonal skills, research, strategic thinking, business acumen, teamwork, collaboration, and reporting.

TRAINING AND CERTIFICATIONS

- https://entrylevel-public.s3.amazonaws.com/certificate/cb2b4b04-f9b5-47e6-8b2f-28c07d4a0ca5/1e4bcc12-d916-4ce6-bf56-ae34f55131b_cert.pdf
 - https://entrylevel-public.s3.amazonaws.com/certificate/e11cc421-f5a3-4336-89d6-4dc6b22774e0/4a9f0243-2300-46f2-b6e3-9b1990a446b5_cert.pdf
 - Certified Management Consultant (CMC)
 - Certified Agile Project Management (CAPM)
 - The Leadership Accelerator Cohort 10
 - McKinsey Forward Program Cohort 4
 - Professional Diploma in Project Management
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