

**IFEOMA IRENE ODELUGA**

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**Summary**

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I am a well trained, self motivated professional and a current student of University of Alberta. My skills and experiences enable me to work in a diversified environment and they cut across a wide but inter related set of disciplines which includes Process Engineering (Oil and Gas), Sales, Consulting, Telecommunications, Automobile and Public Relations.

I have great inter personal and verbal communication skills. I am a great team worker and am also excellent working on my own with or without supervision. I am assertive with an attention to detail. I have a strong initiative and a positive attitude, adapting speedily to the demands of a new job or work environment

**Core Competence**

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- Client Care (including call center)
- Stakeholder Management
- Quality Assessment and Assurance
- Quality Control
- Project Planning & Management
- Business Analysis
- Business Development
- Process Engineering
- Quantitative Risk Assessment

**Educational Qualifications**

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**MEng** Chemical and Materials Engineering In view

2018

**B.Sc.** Chemical Engineering

2002

**Trained in** Gas Handling & Conditioning; Pumps & Pumping Systems; Centrifuges & Centrifugal Pumps; General HSE; Oil & Gas Supply & Distribution;

**Completed** Basic & Advanced Leadership Course; WFES Seminar; Renewable Energy Seminar

**Attended** Financial Management for Business Managers (2012)

**Completed** YouWin Enterprise Development, Lagos Business School (2013)

**Computer Skills and Proficiencies**

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- Excellent working knowledge of Microsoft Office Suite
- Good Knowledge of Project, Simsci, VMGSim, Matlab

## Professional and Volunteer Memberships

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**APEGA - P Eng Designation** (in view) 2018  
**American Inst. of Chemical Engineers** (Member)  
**Society of Petroleum Engineers Uni of Alberta Chapter** (Student Member)  
**Nigerian Red Cross Open Detachment** (Volunteer)  
**Nigerian Society of Chemical Engineers** (Member)  
**ASM Edmonton** – (Social Media Volunteer)

## EMPLOYMENT HISTORY

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**2014- 2015**

**Grun Consulting**

**Business Analyst**

- Assisted in managing project integration by developing project charters, developing project scope statements and developing project plans,
- Assisted in directing and managing the project execution, monitoring and controlling the project work, integrating change control, and closing the project
- Assisted in managing project communications by communication planning, distributing information, reporting performance, and managing stakeholders
- Worked with business clients /technical teams on the design, development and implementation of business applications
- Documented, analyzed and managed business requirements
- Reviewed and Analyzed issues reported and escalated issue to right IT support on behalf of the business

**2011-2013**

**Grun Consulting**

**Business Development**

- Participated in the development and implementation of organizational target goals and marketing strategy
- Initiated and involved in the successful development and implementation the 1st Energy & Environment Summit (EES) in February 2012.
- Developed of Customized Training for Client
- Environmental Education for Youths & Children (Corporate Social Responsibility Program)
- Market development and penetration for Waste-to-Energy Projects/Energy Saving Light bulbs

**2009 – 2011**

**Airtel Nigeria**

**Client Care Representative**

- Received callers providing exceptional listening skills to determine the nature of their call so as to clearly and precisely address their inquiries in a professional manner
- Typed memos, correspondence, reports and other documentation including follow-up letters to customers to ensure their questions were addressed and to assure them of support throughout the life of their membership
- Created customer satisfaction survey utilizing Microsoft Word to drastically reduce potential problems
- Utilized Siebel software for data entry of customer service information for accuracy and quality control
- Received a customer service award for critical to quality accuracy, high turnovers, and increased customer renewals

**2007-2008**

**Dasoph Limited**

**Sales Engineer**

- Sales Representative for the Company's Renewable Energy Products e.g. inverters, solar panels, solar battery chargers, street lights etc.

**2003 – 2004**

**Peugeot Automobile**

**Quality Control (Trainee)**

- Conducted quality control and safety checks of Automobile body and gadgets
- Ensured operations and final products meet industry specifications and Client expectation
- Conducted Waste Water Treatment to meet local environmental regulations

**2001 - 2003**

**Chevron Nigeria**

**Process Engineer (Trainee)**

- Designed and Selected onshore and offshore Process facilities using various computer programs like Simsci, Proii, AutoCAD 2d &3d
- Evaluated and selected overall processing schemes
- Designed and assisted in the procurement portable water treatment system for the Escravos Offshore Installation

**REFERENCES: Available on request**

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I am currently a post-graduate student in the University of Alberta. I hold an undergraduate degree (B.Eng (Hons)) in Chemical Engineering from the University of Port Harcourt. My skills and experience is obtained from a broad but somewhat inter related areas of discipline as indicated in my resume.

I am motivated and excited to take on new challenges speedily adapting to its demands as I am a fast learner. I am driven to success by dedication and passion, working smart and hard to excellently achieve set goals and target. I can work well with little or no supervision and under line management. I am enthusiastic and dedicated, with high degree of integrity, assertiveness, paying attention to detail. I have a warm personality and a positive attitude. Am an excellent team player with good interpersonal and organizational skills.

With well over eight (8) years of experience with client facing and management job related functions, am able to discharge delegated duties, reporting to designated immediate supervisors and line management. I also have experience in advocacy activities while working as the Assistant VP for socials in AIESEC, University of Port Harcourt Chapter and outreach/organizing while working as the coordinator of the annual children's day event at the Revival Assembly Lagos.

I am very familiar with creating and managing office accessibility through my various roles in customer service management. This also includes responding to enquiries through telephone, emails, face to face meetings and group meetings/workshops.

I am available to work as and when required as I have experience of working within set time frames to enable successful and seamless operations from my different roles. It will be a mutually beneficial working relationship for both parties if I were given this opportunity seeing that I would add value to the organization whilst developing new skills and enhancing existing ones.

Many thanks for your kind considerations.

Sincerely,

Ifeoma Odeluga