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|  | Juliet F. Ayeni07943986766 | julietayeni@yahoo.co.uk    |  www.linkedin.com/in/JulietFAyeni |

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| **PROFESSIONAL SUMMARY**A detail-oriented and self-motivated Project Management Officer with 5+ years of experience working in fast paced environments, whose expertise lies in successfully delivering small to large scale projects on schedule and within budget. I am passionate about bringing a positive change to businesses and leveraging my skills to make a significant impact on project planning, delivery, and governance, whilst adhering to agile methodologies and maintaining excellent levels of organisation and planning. I am actively seeking a new opportunity to enhance my capabilities and contribute to the success of projects and organisational objectives. |

**SKILLS**

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| * Excel
* PowerPoint
* JIRA
* Confluence
* SharePoint
* Dynamics 365
* Microsoft Office Suite
* Project planning
* Financial Planning & Management
* Organisation
* Task management
* Research
* Stakeholder management
 | * CRM management
* Critical thinking
* Reporting
* Risk management
* Written & Oral communication.
* Customer relations
* Analytical skills
* Social media management
* Event coordination
* Leadership
* Office management
* Teamwork
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| **WORK HISTORY****WORKFORCE PROJECT MANAGER** *01/2023 to present* **NHS, TAVISTOCK CONSULTING*** Led comprehensive project scoping activities, formulated detailed plans, conducted dependency analyses, tracking project performance, progress, and financial control -managing substantial budgets with precision.
* Independently shaped and executed project deliverables, showcasing autonomy in decision-making and a strategic problem-solving approach.
* Collected and maintained project data efficiently to enhance planning and delivery processes.
* Took ownership of several medium- large project budgets, managing requisitions using appropriate coding and analysing project expenditures.
* Provided operational support and oversight of contract management for commissioned work related to projects.
* Coordinated executive services, including agenda formation, minute-taking, hotel/ transport procurement and, facilitating smooth project operations.
* Demonstrated proficiency in successfully managing and influencing stakeholders at various levels, ensuring collaborative engagement, and fostering positive relationships for successful project outcomes.
* Displayed effective communication skills by composing, revising, and editing project-related correspondence, reports, and documentation, including communications aimed at broad audiences.

**VIRTUAL ASSISTANT** *09/2022 to 09/2023***FREELANCE** * Executed website and social media updates.
* Maintained internal systems through CRM and website maintenance.
* Confidently navigated multiple IT software and systems including G-suite and Adobe.
* Displayed strong customer service skills with professional telephone manner to resolve customer enquiries.
* Maintained detailed administration and office procedures to improve accuracy and efficiency.
* Reviewed posts to promote user interaction, increasing audience engagement for continued Social Media growth.
* Upheld best working practices through continued dedication to high-quality, timely content.
* Networked with media and PR professionals to build campaign reach.
* Developed marketing plans to support department strategies.
* Played key role in facilitating projects and contributing to every stage of film and video production.
* Performed post-production work, including assembling raw material, editing sound and sequences, and providing the final product within time and budget constraints.

**PROJECT MANAGER** *03/2022 to 09/2022***PDT GLOBAL*** Demonstrated outstanding organizational, time management, planning, and problem-solving skills by monitoring cross-project dependencies.
* Managed 15+ projects at a given time to excellent standards.
* Managed logistics for various Inclusion and Diversity training deliveries for companies worldwide, including Abbott, BBC, Solar Group, Lego and more.
* Project planning and tracking, creating key milestones and performance indicators.
* Delivering objectives to strict budgets, deadlines, and service level agreements
* Supported ad hoc requests and requirements of PMO leadership while completing special projects.
* Built working relationships with suppliers and negotiated purchasing conditions.
* Oversaw bookings with accurate calendar management.
* Tracked expenses and business outgoings to remain within cashflow targets.
* Devised activity and service plans to meet customer requirements.
* Tracked and communicated project status, timelines, budgets, and actioned items from project inception to delivery.
* Reduced downtime with effective scheduling and resourcing.
* Drove client retention through quality project execution.
* Achieved high client satisfaction through consistent delivery and communication.
* Provided weekly performance feedback on resource allocation, risks, issues, and schedule adherence, keeping project teams on track.

 **PROJECT OFFICER**           *08/2019 to 02/2022***SOUTHERN HOUSING GROUP*** Led a £500k+ project, which involved engaging with multiple stakeholders, customers, and contractors to identify, design and develop workshops & events to increase the financial wellbeing of residents in the local community.
* Monitored and identified potential issues or risks that may hinder project progress and took the effective steps to ensure risks are limited and reduced using RAID log and Lessons log on SharePoint.
* Built relationships and frequently communicated with stakeholders on various projects.
* Redesigned a new process for the intake of documents on department's SharePoint Site, using AGILE methods to maintain efficiency and organization.
* Managed tracking of multiple projects including benefits management using controls and focusing on customer and business needs.
* Established job descriptions for volunteers, conducted their training, orientation, supervision, and monthly coaching.
* Processed purchase orders, invoices, and expense claims
* Developed documents, regular progress reporting mechanisms for all projects as well as program schedules and technical reports/briefings.
* Interacted with wider organisation and other teams to coordinate work, ensure goals are met, products and services are delivered on time and with-in scope.
* Clearly communicated problems and progress to management with reports, presentations and using highlight reporting.
* Established partnerships with various organizations in the industry and delivered work at pace and to deadline.
* Managed project scope, program spend and deadlines using PRINCE2 method.

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| **SPEECH & LANGUAGE** **THERAPY ASSISTANT**  *03/2016 to 03/2019***FAIRLIE HEALTHCARE*** Defined clear targets & objectives and communicated them to other team members.
* Committed to equality and diversity inclusion at the workplace- as well as, followed health and safety policies within the company.
* Maintained accurate project records and created detailed project reports.
* Developed and delivered independent activities, workshops, and trainings.
* Provided support to project team leader and shared knowledge during meetings with colleagues and stakeholders.
* Delivered several presentations & trainings to team members.
* Kept an organised, intact record management of each patient case file.
* Coordinated meetings across 3 internal departments and teams.
* Carried out assessments and equipment trials, during which the understanding of qualitative and quantitative research became a sharpened skill.
* Built key relationships then managed stakeholders and community groups.
* Provided high standards of patient care for several individuals who had complex health problems.
* Recommended process and systems improvements (such as Eye-Gaze equipment, NOVA chat, Sensory lessons, and Movie/ Cinema therapy).
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**EDUCATION**

PG Cert **| Language & Communication Science**

City University, London

Bachelor of Science | **Psychology**

University of Cumbria, Carlisle

**CERTIFICATIONS**

Axelos | PRINCE2 *2021*