CHIEMELA OJI, M.S, PMP®, CSM®

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PROFESSIONAL SUMMARY

PMP-Certified Enterprise Systems Project Management professional with 5+ years of experience leading and supporting large-scale system implementations, cloud migrations, and SaaS platforms across healthcare, supply chain, and technology environments. PMP-certified leader skilled in coordinating cross-functional teams, managing risks and dependencies, and delivering technology initiatives aligned with business objectives. Proven ability in supporting systems implementations, software deployments, and operational readiness in SaaS, cloud, and hybrid IT environments.

CORE COMPETENCES

- Enterprise Systems Implementation
- Program & Project Management
- Cloud Migration (AWS & Salesforce)
- SaaS Platforms
- Agile & Hybrid SDLC
- Jira & Confluence
- Risk & Dependency Management
- Stakeholder & Vendor Coordination
- Documentation & Reporting
- Operational Readiness

PROFESSIONAL EXPERIENCES

Project Manager – Enterprise Systems (ERP & WMS Implementation)

Oxford Global Resources (Client: Fiskars Group) | Hybrid | Wall Township, NJ   **2025 – Present**

- Coordinate Enterprise Resource Planning (ERP) and Warehouse Management System (WMS) implementation initiatives across global stakeholders, supporting on-time milestone delivery.
- Support cross-functional stakeholders, including IT teams, operations team, and vendors; tracking 50+ tasks, milestones, risks, and dependencies using Jira and RAID logs, improving issue resolution cycles by ~20%.
- Maintain project documentation, weekly status reporting, and governance artifacts, supporting delivery within ±5% schedule variance.
- Assist leadership with issue escalation, impact analysis, and decision support to maintain schedule and quality objectives.

Digital Project Specialist – Information Technology (Cloud Migration & Information Security)

Personal Touch Pharmacy | Onsite | Toms River, NJ   **2024 – 2025**

- Led cloud-based enterprise system modernization, migrating data from legacy platforms to Salesforce and AWS, improving data accuracy by 80% and retrieval speed by 50%.
- Coordinated data migration planning, testing support, and deployment activities across 10+ stakeholders within technical and business teams.
- Implemented role-based access controls, audit logging, and secure data transfer in a HIPAA-regulated environment.
- Reduced project delays by 30% through structured risk tracking and cross-team coordination.

Customer Success Manager – Enterprise SaaS Platforms (Data Backup, Protection & Recovery)

OwnBackup | Hybrid | Englewood Cliffs, NJ   **2022 – 2023**

- Coordinated enterprise SaaS (Data Backup, Protection & Recovery) onboarding and implementation workflows for 50+ enterprise SaaS customers within a Salesforce-centric ecosystem.
- Partnered with engineering and support teams to resolve platform configuration and data integrity issues, contributing to over 20% improvement in customer satisfaction.
- Tracked implementation delivery progress, risks, and dependencies while communicating updates to stakeholders.

Platform Operations / Customer Success Specialist

Splitspot | Onsite | Boston, MA   **2019 – 2021**

- Supported technology-enabled platform operations, system workflows, and vendor integrations.
- Assisted with documentation, process standardization, and continuous improvement initiatives.

EDUCATION

- **Master of Science in Management Information Systems (Information Security concentration)**

  Bellevue University   *Bellevue, NE*
- **Bachelor of Arts in Business Enterprise Development**

  University of Portsmouth   *Portsmouth, UK*

CERTIFICATIONS

- Project Management Professional (PMP) | Project Management Institute (PMI) | August 2025
- Security+ | CompTIA | September 2025
- AWS Certified Cloud Practitioner | Amazon Web Services (AWS) | May 2025
- Certified ScrumMaster® (CSM) | Scrum Alliance | October 2024
- ITIL 4 Foundation | PeopleSoft | October 2024

PROFESSIONAL AFFILIATIONS

- Project Management Institute (PMI), NJ Chapter (PMI ID: 8143172)
- Information Systems Audit and Control Association (ISACA)
- Association For Supply Chain Management (ASCM ID: 2538379)
- Data Administration Management Association of New York (DAMA-NYC)