

CHINECHEREM OKORIE

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OBJECTIVE

Early-career management consulting professional with hands-on experience applying structured problem-solving, root cause analysis, and process redesign to operational challenges in healthcare and financial services. Proven ability to map stakeholder pathways, lead change management initiatives, and synthesize market research into actionable strategic recommendations. Pursuing a full-time consulting role at a top-tier firm.

EDUCATION

University of North Carolina – Pembroke

Expected May 2027

Bachelor of Science, Psychology; Minor in Marketing and International Studies — GPA: 3.0/4.0, Dean's List

Relevant Coursework: Market Research, Industrial/Organizational Psychology, Consumer Behaviour, Marketing Strategy, Psychology of Leadership, Digital Marketing, Research Methodology

EXPERIENCE

Healthcare Operations and Consulting Extern

Jul 2026 – Aug 2026

Institute of Mental Health, Extern, Inc.

Chicago, IL

- Designed interactive dashboards for clinical case management, reducing manual effort by 65% for 3 case managers.
- Spearheaded a People-Process-Technology change management plan, achieving 100% adoption of a new case management tool across the team.
- Mapped stakeholder pathways for 10+ key actors, improving cross-functional coordination and visibility.
- Optimized mental health service delivery by applying Fishbone analysis, 5 Whys, and process mapping to identify and resolve operational bottlenecks.

Corporate Strategy Consultant Extern

June 2026-July 2026

Lean Startup Mentored by Eric Ries

Chicago, IL

- Conducted a strategy analysis of Amazon, developing an Incorruptible Scorecard and identifying opportunities to strengthen mission alignment and stakeholder trust.
- Analyzed organizational culture and leadership concepts, including Cultural Bank, Transmission Multipliers, and Entry-Level Advantage, and examined real-world applications through case studies of Novo Nordisk and Patagonia.

Research Assistant to Dr. William Collier

Aug 2025 – May 2026

Department of Psychology, University of North Carolina

Pembroke, NC

- Supported study design and execution for a behavioral economics study on financial versus nonfinancial incentives, including formulating research questions and refining methodology.
- Collected and compiled over 1,000 data points across 8 primary data collection points.
- Collaborated with the research team to synthesize findings and produce visuals for draft sections of a working paper submitted to a peer-reviewed economics journal.

PROJECTS

American Express Company Strategy Analysis

Jun 2026 – Jul 2026

- Conducted a strategic analysis of American Express, evaluating competitive positioning, customer growth opportunities, and digital transformation strategies within the global payments industry.
- Synthesized market research and competitive insights into actionable recommendations supporting long-term customer growth and market expansion.
- Evaluated 3 strategic growth opportunities: younger customer acquisition, digital innovation, and international expansion.

JPMorgan Chase Business Process Improvement Case Study

May 2026 – Jun 2026

- Analyzed a 7-step small business account onboarding workflow spanning application submission through activation.
- Identified 6 major process bottlenecks using process mapping, 5 Whys, and Fishbone root cause analysis, including manual reviews, approval delays, documentation gaps, and system handoffs.

- Redesigned the onboarding workflow, reducing cycle time by 57% (from 7 days to 3 days) through automation and streamlined approval steps.
- Developed a KPI framework tracking 4 operational metrics: onboarding cycle time, manual review steps, application completeness, and customer experience.

Starbucks Executive Business Dashboard

Jan 2026 – Feb 2026

- Analyzed 4 years of Starbucks financial performance data (FY2022–FY2025) using annual reports and company filings to evaluate revenue trends, profitability, and operational performance.
- Identified that revenue grew gradually while profitability declined, with net earnings margin falling from approximately 10–11% to around 5% in FY2025.
- Built an Excel dashboard tracking 5+ business KPIs, including revenue growth, net earnings trends, store expansion, and segment analysis.
- Evaluated performance across 3 business segments — North America, International, and Corporate and Other — to identify operational trends and business challenges.

ACTIVITIES & LEADERSHIP

Chapter President, National Society of Leadership and Success (Present)

- Oversee chapter operations, lead executive meetings, coordinate leadership programs, and represent the chapter at institutional events.

Volunteer Coordinator, Woman of Minorities Achieving Now (501c3) (Present)

- Recruit, schedule, and coordinate volunteers while managing event logistics and community engagement initiatives.
- Planned & executed a Breast Cancer Awareness Walk, raising over 1000+ in funds

Peer Leader, Student Service/Peer Leader Program (Present)

- Guided over 40+ incoming first-year and transfer students through the transition to college life during and after new student orientation.

Senator, Student Government Association, College of Arts and Sciences (Aug 2025-May 2026)

- Represent student interests, advocate for academic and social needs, and participate in shared governance decisions.

Black Student Union, Treasurer (Aug 2024-Aug 2025)

- Managed a \$500 annual budget, keeping spending within budget across all events
- Funded 16-chapter events within a \$500 budget, with zero overspending
- Built a spreadsheet system to track spending expenditures and funding requests, giving officers visibility into remaining funds.

SKILLS

Consulting & Business: Process Improvement, Change Management, Stakeholder Management, Strategic Analysis, Project Management, Data Visualization, Market Sizing, SWOT Analysis, Financial Modeling, Quantitative Analysis

Technical Tools: Excel, Tableau, SQL, PowerPoint, SharePoint, Smartsheet, Microsoft Office 360, Market Research, pivot tables, Data Visualization, Power Automate, charts, data cleaning

AWARDS & HONORS

- Gold Service Badge, Chancellor's Challenge (100+ hours of volunteer work)
- Dean's List, University of North Carolina

OTHER EXPERIENCE & CAMPUS INVOLVEMENT

- Activities Council, Director of Homecoming and Spirit: Led a 10-person committee, planning 7 Homecoming events, drawing 80+ attendees.
- Braver Angels, Project Manager Student Fellow: Managed 10+ campus dialogue events with participants, coordinating 70 students and faculty stakeholders.
- Summer Springboard, Mentor: Mentored 30 students over 8 weeks as the point of contact for Psychology, supporting their transition into college.
- Peace Corps Ambassador: Delivered 20+ information sessions reaching over 40 students, generating 30+ inquiries and applications.
- African Student Organization, Public Relations: Grew social media reach by 1.5k% across 40 posts, promoting events for a 90-member organization.