

NNAMDI C. UGOM

Project Management Professional (PMP)

IT Project Coordination | Operations and Process Improvement

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PROFESSIONAL SUMMARY

PMP-certified project coordinator with over 6 years of experience supporting pharmaceutical supply chain operations, including inventory flow, medication fulfillment, and workflow optimization in regulated healthcare environments. Proven ability to manage multiple projects, coordinate cross-functional teams, and deliver against critical timelines along with a deep comprehension of project management processes and procedures. Skilled in Microsoft Office tools including Excel and Power BI. Core competencies include demand tracking, team leadership, communication, risk management and process improvement to ensure continuity of supply and operational efficiency. Currently working on at home projects utilizing SAP systems, JIRA, and Power BI to broaden my skills in tackling new and upcoming challenges in the market.

SKILLS & CORE COMPETENCIES

- Project Management & Execution
- Pharmaceutical Operations
- Supply Chain Coordination
- ERP/MRP Systems (SAP)
- Workflow Optimization & Process Improvement
- KPI Reporting & Data Analysis
- Risk Management & Compliance
- Agile / Scrum Methodologies
- Cross-functional Team Leadership
- Clinical / Regulated Environment Exposure

CERTIFICATIONS

Active

Project Management Professional (PMP)

Project Management Institute

Issued: December 2025 – Achieved above target in All Performance Domains.

EXPERIENCE

01/2023-Present

Operations Coordinator Technician

AnewHealth

- Monitored and managed end to end fulfillment operations, ensuring efficient flow of inventory from intake through distribution in a high-volume pharmaceutical environment.
- Coordinated pharmacy operation staff to aid supply chain continuity, supporting \$50M in operational throughput
- Managed multiple concurrent operational projects within a high - volume pharmaceutical fulfillment environment, ensuring delivery against strict timelines and service expectations.
- Prepared KPI reports summarizing workflow metrics, automation system performance, and service delivery outcomes for leadership review.
- Identified system and process risks affecting medication automation workflows and implemented mitigation strategies to maintain operation continuity.
- Led implementation of new procedures and workflow improvements to enhance prescription processing accuracy and reduce medication stockouts.
- Utilized SAP and internal ERP systems to monitor inventory and support supply chain operations, minimizing financial irregularities.
- Led coordination of materials and components required for medication fulfillment aligning with BOM driven workflows.

Projects:

PHARMASTAR, PACE SERVICE DESK

Tools: Jira, Confluence, Power BI

Methodology: Agile, Scrum

Purpose: Facilitate the merger of ExactCare Inc. and Tabula Rasa Inc. by ensuring visibility of upcoming tickets and improving coordination across multiple teams.

Clinical Trial Supply Simulation Project

Tools: Jira, Excel, Power BI, SAP

- Developed end-to-end clinical supply plan including demand forecasting, BOM creation, and packaging schedule for a simulated Phase II trial
- Simulated SAP workflows including process order creation, goods receipt/consumption, and order completion (TECO)

- Coordinated packaging and labeling requirements aligned with clinical study design
- Built project timelines and tracked milestones to ensure on-time delivery of trial supplies
- Created batch record documentation to support QA release of finished supplies

01/2021-04/2022

Project Lead Technician

CVS Health

- Coordinated pharmacy operations involving inventory management, order fulfillment, and supply chain workflows.
- Supported daily operations ensuring timely processing and delivery of prescriptions, aligning with demand and service requirements.
- Monitored workflow performance to identify inefficient in supply chain processes and recommend corrective actions
- Collaborated with internal and external stakeholders to resolve issues impacting medication availability and delivery timelines
- Contributed to process improvements that enhanced inventory flow, service efficiency and turnaround times.

06/2021-08/2021

Health Administrator Intern

Virtua

- Contributed to large-scale vaccine distribution initiatives, coordinating with cross-functional teams to ensure timely delivery and execution of immunization objectives.
- Aided with end-to-end management of dose preparation, patient and employee scheduling, and throughput data reporting, supporting the administration of thousands of vaccines weekly and ensuring alignment with public health targets.

05/2017-08/2019

Pharmacy Technician

Kennedy Pharmacy

- Manage and monitor multi-team projects and products to meet patient satisfaction criteria.
- Coordinated workflow for prescription processing, DUR rejections, and prior authorization.
- Directed control substance (CII) inventory logs, ensuring DEA compliance.
- Improved supply chain efficiency by developing ordering schedules that reduce shortages.

