

RACHEAL AKINKUGBE

◦ DETAILS ◦

+447549119177
Rachealoriretan73@icloud.com

◦ TECH SKILLS ◦

Project Lifecycle Management
Agile methodologies
Quantitative Data Analysis (RCode)
Salesforce
Microsoft Office
MS Project
SharePoint
Trello

◦ CORE SKILLS ◦

Business Analysis
Data Analysis
Quality Control
Stakeholder Management
Accountability
Process Improvement
Professional Skepticism
Report Writing
Workload Management
Communication
Risk Management
Project Coordination
Documentation Management
Problem Solving
Financial & Performance Reporting

👤 PROFILE

Analytical and motivated graduate with a 2:1 BA (Hons) in Politics and Sociology with Applied Quantitative Methods, complemented by practical experience in project coordination, data analysis and stakeholder engagement. Skilled at analysing information, producing reports, coordinating multiple priorities and supporting business improvement initiatives within fast-paced environments.

I enjoy understanding how organisations operate, identifying opportunities to improve processes and using data to support informed decision-making. With certifications in APM Project Fundamentals, Agile Project Management and EY Technology Risk job stimulation, I am now seeking an opportunity to begin my career where I can contribute strong analytical, accountability, organisational and communication skills.

👜 EMPLOYMENT HISTORY

EY Technology Risk Virtual Job Simulation on Forage

July 2026

- Completed a virtual job simulation involving understanding of typical IT risks and processes for EY's Tech Risk team.
- Learned basic Financial and IT Audit concepts
- Engaged in practical tasks to improve my relationship building skills, teaming and productivity.
- Learned the importance of teaming

Operations Analyst at Optimum Dynamic Care

July 2025 — Till Present

- Analysed operational data and performance metrics to identify trends, improve service delivery and support business decision-making
- Developed and maintained operational reports, dashboards and documentation to monitor KPIs, compliance and business performance
- Reviewed existing processes and identified opportunities to improve efficiency, reduce administrative workload and standardise operations
- Conducted root cause analysis on operational issues and recommended practical solutions to improve service quality and operational effectiveness
- Produced standard operating procedures (SOPs), workflow documentation and process maps to ensure consistency across the organisation
- Supported business planning by analysing service performance, capacity and resource utilisation to inform operational decisions

Group Project Manager at University of Essex

October 2024 – May 2025

- Led a multidisciplinary team to deliver three research projects over an academic year
- Gathered, analysed and interpreted research data to support evidence-based recommendations
- Planned project activities using Agile principles and Trello to manage priorities and deadlines
- Produced analytical reports and delivered presentations to academic stakeholders

- Coordinated competing priorities across multiple workstreams while ensuring all deliverables were completed on schedule
- Achieved a First-Class mark (75%) for the final project

Resident Assistant at University of Essex

September 2022 - June 2024

- Planned and delivered student engagement initiatives, wellbeing events and community activities for university residents
- Coordinated accommodation support for over 200 students, responding to maintenance issues and welfare concerns
- Managed competing priorities while maintaining accurate records and ensuring timely follow-up on resident enquiries
- Facilitated meetings and resolved conflicts between residents, helping create a safe and inclusive living environment
- Worked collaboratively with university departments and external contractors to improve the student experience
- Managed allocated budgets and university resources responsibly while ensuring compliance with institutional procedures

Contact Tracer at CPL

November 2020 – June 2021

- Collected and analysed information from high volumes of daily outbound calls
- Managed high volumes of customer information using Salesforce CRM while maintaining GDPR compliance
- Maintained accurate records within the HSE Contact Management System
- Managed sensitive personal information while ensuring confidentiality and regulatory compliance
- Worked within strict government guidance in a rapidly changing operational environment

EDUCATION

BA (Hons) Sociology and Politics with Applied Quantitative Methods, University of Essex

2021 – 2025

2nd Class Upper

CERTIFICATIONS / QUALIFICATIONS

- APM Project Fundamentals Qualification (PFQ)
- Agile Project Management Foundations
- Scrum Essentials Foundation
- EY Technology Risk

INTERESTS

- Fitness & Wellbeing
- Continuous learning & Upskilling

REFERENCES

Available upon request.