**Kenneth Chukwurah**

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Accomplished technology leader with twelve years of professional experience that includes project management and hands-on technical roles within diverse technical environments. Proven ability to drive multimillion-dollar corporate initiatives, lead distributed teams, and provide technical subject matter expertise across business divisions. Consistently trusted by leadership with critical projects and roles within strategic teams.

**EXPERIENCE**

**IT Project Lead, UI/UX**, Tokio Marine - Houston, TX June 2020 - present

*Tokio Marine HCC is a leading specialty insurance group.*

Hired to manage a six-member UI/UX team with members in Texas, New York, and Mumbai that included UI/UX Analysts and Full Stack Developers. Report directly to CIOs and IT Directors.

* **Project Manager and BA for 12-month migration of four business lines** (i.e. Public Risk, PCL/ECL, SMML, Tenant) in parallel from on-premise Snap application to a customized, no-code Cornerstone cloud app. The Cornerstone project will improve productivity, efficiency, stability and reduce cost of ownership.
* Provide subject matter expertise and advisory on **Agile development methods (DevOps) and processes to build effective program teams and lead complex organizational transformations**. Analyze metrics from Rally to determine performance and leverage retrospectives to identify improvement opportunities.
* Managed a process re-engineering project to improve and consolidate end-to-end service processes. **Restructured communication flow among four departments targeting 75% efficiency improvement**.
* Standardized approval forms and streamlined approval process to decrease average approval time by 12 hours.

**Senior IT Business Engagement Lead**, ExxonMobil - Houston, TX June 2017 - June 2020

Led and contributed to major projects for Public & Government Affairs and Fuels & Lubricants business lines, the two largest LOBs at ExxonMobil. Managed SaaS products with combined $20M+ in annual licensing cost.

* **Served as primary project manager/business analyst for massive one-year website upgrade efforts for P&GA and F&L LOBs, liaising between internal development teams and vendors**. Managed relationships with primary Sitecore vendor Avanade and other global vendors. Oversaw translation for multiple countries.
* Contributed to migration from a custom legacy Documentum CMS at end of life to Sitecore, which impacted 14k+ sites for migration and 10k for retirement.
* Supported and managed multiple SaaS products including Kapost, AppDynamics, Site24x7, SocialChorus, Splunk, Dynatrace, Digizuite, and Tableau. **Managed 15 work order requests per week including large scope projects**.
* Selected by management to budgeting to implemented automation solutions for eight manual business processes within the team.
* **Supported cybersecurity penetration testing initiatives**. Assembled stakeholders to gather testing requirements and presented results to vendor teams.
* Selected to The Big Opportunity team that focused on improving work processes and individual wins. Designed high quality posters to promote “TBO” philosophy and culture of ideas and innovation.
* **Partnered and coordinated with cross-functional teams spanning 40+ countries and six continents, with teams including cybersecurity, SWAT, DNS, SSL, domain, SharePoint, ChatBox, etc**.
* Managed and triaged day-to-day Sitecore content management system “CMS” requests from multiple business units.
* Leveraged **Agile methodologies for project planning using Jira and Team Foundation Server** “TFS” for tracking.

**Senior Web Administrator**, International Monetary Fund - Washington, D.C. Sept 2015 - Oct 2017

*IMF is an international financial institution consisting of 190 countries working to foster global monetary cooperation, secure financial stability, facilitate trade, promote sustainable economic growth, and reduce poverty around the world.*

Reported to a Senior IT Officer with responsibility for enforcing Sitecore standards and ensuring capabilities of an eight-member Content Management team that provided additional training for all Sitecore users.

* Prepared user manuals and facilitated workshops and training sessions for Sitecore users.
* **Created test plans, reviewed, and executed test cases, and contributed to functional, regression, and user acceptance testing in an Agile/Scrum environment**.
* Contributed to a Sitecore “CMS” version upgrade. **Developed process flows, workflows, and modified Sitecore flows**.
* Managed workload and priorities for web initiatives.
* Assisted in estimating the resources and participants needed to achieve project goals.
* Reviewed proposed changes to documents to ensure complete traceability, timeliness, and accuracy.
* Used “TFS” for code management and version control.

**Sitecore Administrator**, TEKsystems - Hanover, MD Jan 2014 - Aug 2015

*TEKsystems is a leading provider of IT staffing, talent management and services.*

Served as a Sitecore Admin for TEKsystems corporate office with responsibility for planning and executing web and IT projects, administration, and creative development.

* Ensured all web designs provided **a multilingual, multi-country experience in alignment with strategic priorities**.
* Configured and administered the Sitecore desktop and mobile websites.
* Contributed to a Sitecore “CMS” version upgrade.
* Collaborated for the massive website enhancement project using Sitecore, which impacted over 1k pages.
* Partnered with marketing, development, and design teams to ensure consistent and high-quality messaging
* Collaborated with our developers for **Sitecore application architecture and DMS configurations**
* Administered access to accounts and passwords, managing workflows, and trained stakeholders on the use of the content editor

**SKILLS**

**Programming**: HTML/XML/ XHTML, JavaScript, Java, ASP.NET, Visual C#, CSS, jQuery

**CMS**: Sitecore, Commonspot, Drupal, MS Expression, SharePoint, Adobe Experience Manager, Wordpress, SharePoint

**Design**: Adobe (Dreamweaver, Illustrator, Photoshop, Audition), TriCaster, Brightcove

**Data**: Google (Analytics, Campaign, Ad/Tag Manager), NGP Software Database, SQL Server, Omniture, Cornerstone, Infinity, ImageRight, AppDynamics, Site24x7, Kapost, SocialChorus, Splunk, Dynatrace, Digizuite, Tableau

**Other**: MS Office 365, Google Apps, iMis, Lyris, MS Project, DevOps, TFS, Wrike, Basecamp, Trello, Monday, Jira, Infinity, SDLC, Agile, WebEx, Jabber, Skype for Business, MS Teams

**EDUCATION & CERTIFICATIONS**

**BA Business Management**, Columbus State University (2009)

Internet Specialist in Web Design, Lanier Technical College (2011)

Cyber Security Certificate (Magna Cum Laude), Northern Virginia Community College (2020)

Sitecore Certified for Content Basics using Sitecore 8, Sitecore® Context Marketing Fundamentals (Digital Marketing System Certification), Splunk 6.6, Microsoft Certified Professional (MCP), Microsoft Certified Technology Specialist (MCTS)