

OKARO CHISOM SOMTOCHI

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🌐 Portfolio: <https://chisomokaro.vercel.app>

PROFESSIONAL SUMMARY

Detail-oriented and adaptable Web Developer and Operations Manager with strong expertise in front-end and back-end development, process optimization, and cross-functional team leadership. Proven ability to build scalable web applications, manage operational workflows, and deliver customer-focused solutions across health, tech, and service sectors.

WORK EXPERIENCE

Web Developer (Freelance / Project-Based)

Duriel Tech, Lagos — August 2024 – Present

- Developed and deployed over 10 responsive websites using **HTML, CSS, Tailwind CSS, Bootstrap, and JavaScript**, improving client digital presence.
- Built and launched dynamic web applications using **PHP and Django (Python)** with **user authentication, CRUD operations, and custom admin dashboards**.
- Engineered **QR code-based registration systems**, with features for **instant user data display** and **thermal printer-compatible output**, enhancing event and health program registration processes.
- Integrated **email automation** and **third-party APIs** to improve form submission workflows by **30% faster response times**.
- Led **version control and collaborative deployment processes** using **Git/GitHub, Vercel, and cPanel hosting environments**.
- Worked closely with business clients to translate requirements into **user-friendly, mobile-first solutions, ensuring 100% client satisfaction**.

Operations Manager

HealthRite Company Ltd, Lagos — May 2023 – July 2024

- Directed **day-to-day operations** at a busy **medical and wellness center**, overseeing a team of **20+** staff across multiple departments.
- Reduced operational costs by **15%** through **vendor renegotiation** and **process optimization initiatives**.

- Developed and enforced **standard operating procedures (SOPs)** to improve patient scheduling, billing, and customer service turnaround time.
- Spearheaded inventory management systems, minimizing stockouts and excess holding by implementing a just-in-time procurement model.
- Implemented staff training programs that **improved team productivity and service quality KPIs by 25%**.

Operations & Strategy Executive

Hardley Grey Group, Lagos — March 2022 – April 2023

- Managed soft and hard facility services, ensuring 100% compliance with HSE (Health, Safety & Environment) regulations.
- Acted as the primary liaison between clients and internal teams, resulting in a 20% increase in customer satisfaction scores.
- Led supplier negotiations, achieving 10% procurement savings across multiple projects.
- Developed quality assurance checklists to reduce service delivery errors.

Facility & Procurement Manager

HealthRite Company Ltd, Lagos — November 2019 – February 2022

- Oversaw all **facility maintenance, safety inspections**, and operational readiness, reducing downtime incidents by **30%**.
- Negotiated and managed relationships with over **15 key vendors**, ensuring cost-effective procurement of medical supplies.
- Supervised facilities team, enhancing response time to maintenance requests by 40%.
- Prepared detailed monthly operational and procurement reports for senior management decision-making.

Procurement Manager

HealthRite Company Ltd, Lagos — February 2019 – November 2019

- Managed procurement processes for **medical equipment, consumables**, and **pharmaceuticals, ensuring on-time delivery and budget control**.
- Introduced **vendor performance evaluation metrics**, leading to better supplier accountability.
- Reduced procurement cycle time by **20%** by streamlining vendor selection and purchase order processes.

Sales Executive

Union Bank, Lagos — February 2018 – November 2018

- Acquired over 150+ new customer accounts, exceeding monthly sales targets by 20% on average.
- Promoted digital banking adoption, achieving a 30% increase in **e-channel activations**.

- Conducted telemarketing campaigns that boosted sales of key banking products.

EDUCATION

BSc in Statistics

Nnamdi Azikiwe University, Awka — 2013

Web Development Certifications:

- Front-end Development & JavaScript — *freeCodeCamp*
- Python Django for E-commerce (Django & PostgreSQL) — *Udemy*
- PHP for Beginners: Complete E-commerce Store — *Udemy*

TECHNICAL SKILLS

Web Development: HTML, CSS, Tailwind CSS, JavaScript, Django (Python), PHP, MySQL, PostgreSQL, Git/GitHub, Visual Studio Code, Bootstrap, Chrome DevTools

Operations & Admin: Process Optimization, Vendor Management, Team Leadership, Compliance, Google Workspace

Soft Skills: Problem Solving, Communication, Analytical Thinking, Task Management