



CURRICULUM VITAE

NAME: CHUKWUMA Ifeoma Calista

NATIONALITY: Nigerian

Professional Summary

Ifeoma Chukwuma is a highly skilled and experienced development consultant with a PhD in Business Management and Administration, alongside a degree in Sociology and Anthropology. With over 24 years of experience in international development, she has built a strong track record of success in areas such as project management, organisational development, and gender and social inclusion. She has extensive expertise in managing large, complex projects in developing countries, particularly those funded by donors like FCDO, the European Union Delegation, and USAID. Ifeoma's ability to analyse socio-political contexts and navigate complex, volatile environments is one of her key strengths.

Ifeoma is highly proficient in using data-driven insights to support decision-making and thought leadership. She possesses excellent interpersonal and problem-solving abilities, as well as effective planning, time management, and execution skills. Her career includes notable achievements in facilitating training, organisational capacity strengthening, and advancing gender and social inclusiveness, particularly in policies affecting marginalised groups.

Her knowledge of governance reforms extends across multiple sectors, with a particular focus on civil society organisation (CSO) governance, civil society self-regulatory frameworks, and national and subnational regulatory standards. Ifeoma works closely with programme leads, providing technical and managerial oversight for projects, including the development and implementation of work plans, reports, and client deliverables. She manages technical interventions in core states, ensuring the recruitment of consultants and the timely completion of work.

Ifeoma ensures adherence to programming guidelines and strategic approaches, promoting critical and strategic thinking, political analysis, conflict sensitivity, gender equality, and social inclusion. She collaborates with team leads and managers to meet contractual obligations and coordinates all grant-related activities, including monitoring and evaluation, as well as grant award processes.

In addition to her technical expertise, Ifeoma is a skilled team leader capable of managing dispersed teams of professionals across multiple locations. She is highly effective at promoting collaboration, communication, and synergy within teams, leading to successful project outcomes. Her strong leadership abilities have been demonstrated in her supervision of State Team Leads, Technical Advisors, and Short-Term Technical Assistants, ensuring harmonisation of interventions and incorporating lessons learned into future activities. Her collaboration with finance, administration, and monitoring and evaluation teams ensures continuous process improvement.

Ifeoma's work consistently delivers tangible results across various areas, including policy influencing, resource mobilisation, partnership development, CSO governance, and effective project monitoring and evaluation. Her professional accomplishments highlight her strategic

thinking, deep understanding of development issues, and commitment to promoting sustainable and inclusive practices, particularly within the civil society sector.

One of her key achievements is her role in supporting a state government to develop an Inclusive Education Policy, which ensures access to quality education for children with disabilities. Through her leadership, the policy-making process engaged diverse stakeholders, laying the foundation for sustainable and inclusive education practices.

Additionally, Ifeoma has been instrumental in promoting citizen participation in governance. She has successfully led initiatives that create space for citizens, civil society, and marginalised groups to engage in budget processes and open government policies. These efforts have enhanced transparency, accountability, and equity in resource allocation, and improved governance outcomes at both state and national levels.

As a people manager, Ifeoma has consistently demonstrated strong leadership, guiding diverse teams to deliver high-impact results. Her advocacy and policy engagement skills enable her to collaborate effectively with stakeholders at national and subnational levels, driving key reforms and enhancing CSO capacity to engage in governance and policy discussions.

In 2023, Ifeoma provided strategic direction to over 200 CSOs in the European Union-funded Agents for Citizen-Driven Transformation (ACT) programme, supporting capacity development in resource mobilisation, organisational strengthening, and policy engagement. Between 2016 and 2021, while working with FCDO's Partnership to Engage Reform and Learn (PERL), she contributed significantly to multi-sectoral policy engagement, particularly around legislative reforms and constituency outreach. Her efforts were instrumental in harmonising legislative practices across south east state assemblies and strengthening collaboration with the South East Chambers of Commerce, Industry, and Agriculture (SECCIMA).

Ifeoma's in-depth knowledge of CSO governance and self-regulatory frameworks, alongside her understanding of national and subnational regulatory frameworks, has been crucial in helping organisations adopt best practices and navigate compliance challenges. She is also a strong advocate for gender and social inclusion, with a focus on integrating the needs of persons with disabilities into governance and development initiatives. Her policy reform work ensures that marginalised voices are heard in governance processes.

Skills

Relationship Building and Management

Key Decision Making and result oriented

Strategic thinking and Planning

Campaign Development and execution

Business Development and implementation

Prospect targeting

Tested Managerial skills

Proficiency with Microsoft office packages

Organisation Capacity development

Facilitation and report writing

Work History

2023/09– current **Component 1 Manager**

*European Union funded Agents for Citizen-Driven Transformation
Managed by British Council*

-
- | |
|---|
| <ul style="list-style-type: none">• Managed delivery of component deliverables through oversight of state level focal persons and technical assistance support to civil society capacity development, organizational development (OD) and corporate governance,• Led in the development of strategic planning, financial management, and partnership development for the component including cross cutting supports. |
| <ul style="list-style-type: none">• Successfully supported documentation of CSOs learning in developing and implementing effective governance structures.• Tailored interventions to meet the specific needs and contexts of CSOs• Ensured CSOs' adherence to regulatory frameworks while promoting their autonomy and effectiveness. |
| <ul style="list-style-type: none">• Successfully led dispersed teams of professionals across multiple locations.• Achieved team synergy, effective communication, and collaboration for project success. |

2023/05 –
2023/08

Executive Director

Eminent Empowerment & Inclusion Network - EMINET

- Exercised appropriate cost control to meet budget restrictions and maximize profitability.
- Worked closely with organizational leadership and board of directors to guide operational strategy.
- Aligned department vision, goals, and objectives with company strategy to achieve consistently high results.
- Promoted work culture of collaboration and inclusion to increase morale and reduce turnover.
- Represented organization to local public by giving presentations and speeches and participating in community events.
- Drove strategic improvements to enhance operational and organizational efficiencies.
- Built relationships with donors, government officials and other organizations to secure funding and support for organization.

- Conducted top-tier media interviews, highlighting key messages of major developments and enhancing company reputation.
- Monitored compliance with laws and regulations to protect organization from legal liabilities and penalties.
- Collaborated with legal, accounting and other professional teams to review and maintain compliance with regulations.
- Founded performance- and merit-based evaluation system to assess staff performance.
- Managed financial, operational and human resources to optimize business performance.
- Collaborated with other CSO to research and implement a project titled Combating Youth & Women Irregular Migration in Enugu state – (CY-WIM)

April 2016 -
March 2021

Regional Team Lead

*FCDO funded Partnership to Engage Reform & Learn (PERL)
Managed by Palladium Enugu –*

- Facilitated regional level experience learning and sharing on participatory budgeting, leading to states adoption of open government and qualifying for SFTAS.
- Provided strategic directions to subnational reform groups such as Southeast legislative reform groups, southeast chambers of commerce and industry, south east media executive round table and south east CSO to work together for impact on budget, taxation, education and health reforms
- Exercised appropriate cost control to meet budget restrictions and maximize profitability.
- Aligned department vision, goals, and objectives with company strategy and theory of change to achieve consistently high results.
- Fostered work culture of collaboration and inclusion to increase morale and reduce turnover.
- Represented organization to local public by giving presentations and speeches and participating in community events.
- Drove strategic improvements to enhance operational and organizational efficiencies.
- Built relationships with donors, government officials and other organizations to secure funding and support for organization.

- Conducted top-tier media interviews, highlighting key messages of major developments and enhancing company reputation.
- Monitored compliance with laws and regulations to protect organization from legal liabilities and penalties.
- Collaborated with legal, accounting and other professional teams to review and maintain compliance with regulations.
- Founded performance- and merit-based evaluation system to assess staff performance.
- Managed financial, operational and human resources to optimize business performance.
- Contributed to programme monitoring and development and design of annual performance reviews.
- Working with team developed implementation strategy and plans, obtained funding and delivered set targets.

State Team Leader (STL) |DFID funded State Accountability and voice Initiative (SAVI) - Managed by Palladium - Enugu

October 2010 -
March 2016

Senior Finance and Administration Manager
|DFID funded—State Partnership for Accountability, Responsiveness, and Capability (SPARC) - Enugu

April 2008 -
September 2010

- Proven ability to develop and implement creative solutions to complex problems.
- Exercised leadership capabilities by successfully motivating and inspiring others.
- Developed strong communication and organizational skills through working on group projects.
- Provided professional services and support in a dynamic work environment.
- Demonstrated creativity and resourcefulness through the development of innovative solutions.
- Passionate about learning and committed to continual improvement.
- As a team leader in group projects, delegating tasks and providing feedback.
- Skilled at working independently and collaboratively in a team environment.

- Demonstrated leadership skills in managing projects from concept to completion.
- Resolved problems, improved operations and provided exceptional results such as:
- Built the organizational capacity of civil society organisations and organized private sectors.
- Collaborated with civil society Organisations, media and other donors to set-up virtual situation room (VSR) for real time election monitoring (2015)
- Facilitated the collaboration between government and civil society organisation on participatory budget processes. (2013)
- Supported the successful institutionalization of major reforms in the Enugu House of Assembly like improved information and knowledge management systems, key systems strengthening and development of key legislations. (2012/13)
- Facilitated the introduction of constituency outreach programme to legislators in Enugu state also replicated in various states in Nigeria (2013)
- Led the Organizational Capacity Assessment (OCA) and development of Enugu State House of Assembly 4-year Strategic Plan development. (2011). This is now institutionalized and replicated in many states in Nigeria.
- Supported persons with disabilities in Enugu and built their advocacy capacity as Disability right advocates.
- Provided strategic direction to Education Advocacy partners to influence government of Enugu state to make and inclusive education policy.
- Provided strategic direction to Advocacy Partnership on good governance and Budget & Planning Advocacy Partnership (BPAP) to monitor government budget and initiate constructive engagements.
- Supervised hiring processes and vendor relationships to maintain smooth operations for the programme.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Trained employees in organisational and regulatory compliance requirements to promote conformance.
- Established workflow processes, monitored daily productivity, and implemented modifications to improve overall performance of personnel.

- Streamlined and improved administrative operations by identifying automation opportunities.
- Communicated corporate objectives to various divisions to meet deadlines and adhere to organisation budgets.
- Met state unit budgets by monitoring and reporting on programme expenses.
- Coordinated customer, vendor and stakeholder relations for smooth communication flows.
- Updated reports, managed accounts, and generated reports for company database.
- Delivered performance reviews, recommending additional training or advancements.
- Analysed data related to administrative costs and spending trends to prepare budgets for personnel.
- Interviewed, recruited and on boarded new staff for high-performing administration teams.
- Developed and implemented improved filing systems for enhanced order and accuracy.
- Supervised staff and delegated tasks to maintain positive, productive administrative operations.
- Collaborated with leaders from other departments to achieve consistent processes and maximize efficiency of resources.
- Maintained duty of care to consultants and experts to the programme.
- Ensured strict adherence to company financial and procurement policies.

Programme Office Manager | *DFID funded State & Local Government Programme (SLGP) - Enugu*

- Worked closely with State Programme Manager to complete the Programme Office Set-up
- Maintained optimum levels of communication to effectively and efficiently complete projects.
- Responsible for developing basic operations guideline for SLGP programme
- Oversaw daily operations to ensure high levels of performance and delivery.
- Supported SLGP team in delivering quality service programme in the state.

March 2002 -
March 2008

- Served as a Member Medium Term State Strategy (MTSS) development team and influenced government to conduct G&SI analysis of sector policy thrusts (early 2010)
- Facilitated the Initial Solid Waste Campaign strategy development and selection of NGO's based in Enugu for awareness creation (2005).
- Supervised Consultants and Contractor certification process for Water borehole installations in selected rural communities in Enugu state.
- Coordinated the Housing Enumerations exercises from screening of NGOs and CSO, to the actual data collection, capturing and population of data into the database handed over to state government.
- Organised State Planning commission capacity improvement training to support supervision of Housing Enumeration for state evidence based planning
- Organised IT training for members of the House of Assembly 2003 to 2006 batch, presented ICT equipment donated by SLGP to House of Assembly.
- Facilitated planning and monitoring meetings of School Meals+ Project with various stakeholders like the Ministry of Education, Health, SUBEB; UNICEF and private sectors.
- Efficiently, organised State Partnership Launch for all DFID programmes 2003, attended by the State Governor.
- Participated in Communication for Change Strategy development; a PATHS1 TV and radio programme 'change and smile'; played crucial roles in the scripting and post production 'critique view' programmes.
- Demonstrated a high level of initiative and creativity while tackling difficult tasks.
- Gained extensive knowledge in data entry, analysis and reporting.
- Managed time efficiently in order to complete all tasks within deadlines.

Country Office Manager | ASC Nigeria Ltd
Port Harcourt -

June 2000 -
 February 2002

- Interacted well with customers to build connections and nurture relationships.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.
- Reduced budgetary expenditures by effectively negotiating contracts for more advantageous terms.
- Raised property accuracy and accountability by creating new automated tracking method.
- Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.
- Achieved the following results:
- Successfully facilitated the registration of ASC as local contractor with Shell.
- Supervised the immigration processes and logistics for mobilisation for expatriate consultants/personnel outsourced to other companies like Shell and Chevron.
- Supervised the setting up of accounting processes and reporting to the Head office in Netherlands
- Direct line management of local staff performance improvement and capacity training.
- Managed local and international travels requirements
- Monitored that consultants follow company safety procedures and attended safety meetings

January 1999 - May
2000

Senior Procurement Officer |SNIG Nigeria Ltd

Port Harcourt

- Analyzed supplier contracts to confirm compliance with company policies and procedures.
- Monitored and managed procurement budget to control costs.
- Created and maintained portfolio of qualified vendors to expand options.
- Evaluated supplier quotes based on purchasing procedures and competitiveness in quality, price and delivery.
- Reviewed and issued contracts and blanket purchase orders after choosing ideal vendor and drive procurement process.
- Resolved invoice and payment issues to facilitate prompt payment to suppliers.
- Negotiated contracts with suppliers to obtain favorable terms and pricing.
- Developed and maintained relationships with key suppliers for smooth communication and to meet required expectations.

- Managed supply chain process, from order placement to delivery, to facilitate on-time and accurate fulfillment.
- Utilized market intelligence to identify opportunities for savings and cost reduction.
- Negotiated complex corporate procurement contracts by working closely with internal and external contacts.
- Conducted spend analysis to identify cost-saving opportunities.
- Developed and implemented procurement policies and procedures to enhance compliance with company standards.
- Prepared and presented reports to management on purchasing trends and cost savings to aid in decision making.
- Led sourcing process for new vendors to get quality products and services and mitigate risk.
- Performed yearly store audits in collaboration with managers, designers, and sales associates to provide feedback.
- Maintained effective and lasting vendor relationships through dynamic communication, collaboration, and intelligent questioning skills.
- Maintained regular communication with internal and clients Quality Assurance experts for ISO standard.

**Examination/Information Management
Assistant | *British Council Enugu/Port Harcourt* -**

February 1996 -
December 1998

- Conducted outreach campaigns and events to reach candidates for City and Guilds, IELTS and international examinations within Port Harcourt and South-south region and exposed the examination market in PH.
- Maintained secure and positive environment conducive to testing.
- Administered examination for over 200 city and guilds candidates in one session.
- Helped accommodate students with disabilities or special needs for alterations to test administration.
- Resolved customer problems and complaints.
- Corresponded with clients through email, telephone, or postal mail.
- Helped office staff prepare reports and presentations for internal or client-related use.

- Assisted internal staff with clerical and administrative needs to maximize efficiency and team productivity.
- Tracked important information in Medline and Education database and registered international requests for delivery to Researchers.
- Compiled information from files and research to satisfy information requests.
- Used integrated library system to check library materials in and out.
- Developed bulletin boards and displays and used other marketing skills to promote library programs and materials.
- Developed informational documents such as brochures, flyers and fact sheets.
- Exceeded goals through effective task prioritization and great work ethics leading to effective multiple examination administration at the Port Harcourt Centre.
- Handled numerous calls to address candidate inquiries and concerns.
- Eliminated downtime and maximized revenue by providing real time information.
- Proved successful by working closely with Examination team to adhere to international standards and procedures.

Education

2018-09 – 2020-07	Ph.D: Business Administration Charisma University – British West Indies, Turks & Caicos islands
2005-01 - 2006	MBA: Management The University of Nigeria – Nsukka
1999-2000	PGD: Business Management University of Calabar - Calabar, Cross River State
1990 -05 – 1994 -02	BSc. Bachelor of Science Degree: Sociology/Anthropology Nnamdi Azikiwe University, Awka.

Accomplishments

- Collaborated with other stakeholders to engage the legislature and government to pass the Disability Rights Law in 2023.
- Created dynamic marketing content for the organizations website and social media accounts and heavily promoted it.
- Supported the organisation to above average national regulatory compliance level.
- Supported civil society organization to participate in state budgeting and planning processes.
- Registered and obtained unique identification numbers from SAMS USA in record time.
- Created Job descriptions for staff positions, designed evaluation tools.
- championed the need for a business development officer to support organisations fundraising strategies and goal.
- Led a consortium to develop a 2-year proposal shortlisted by USAID-SCALE.

PUBLICATIONS

- A Causality Analysis of Financial Deepening and Performance Academic Leadership (Online Journal) ISSN: 1533-7812 Vol-21-Issue-09-September-2020
- IMPACT OF TAXATION ON MICRO, SMALL AND MEDIUM SCALE BUSINESS ENTERPRISES (MSMSBEs) IN SOUTH EAST OF NIGERIA (Ph.D. Dissertation)
- Impact of cashless policy on the economic growth of Nigeria. International Journal of Multidisciplinary Research and Development, Volume, Issue 7, 2020, Pages 11-17
- Globalization and its impact on local business development (Msc. Thesis)

PROFESSIONAL COMPETENCE

-
- Development practitioner with specialised skill in public finance management -Demand governance including gender and social inclusion.

- Efficient in partnering and networking with high level stakeholders for achieving targeted goals.
- Creative and strategic in policy advocacy
- Ability to conduct qualitative and quantitative research
- Cognisant with performance monitoring and evaluation
- Good skills in communicating learning
- Experience in facilitation of trainings and workshop
- Good report writing capabilities.

Affiliations

Rotary International

Development Studies Association, UK student Member

Nigeria Institute of Management - Associate Member

Institute of Corporate Administration - Associate Member

Additional Information

Consultancy Services

1. Technical support to British Council Consultant on Scoping study and Political Economy of civil society organisations in south-east of Nigeria. April to June 2021
2. Development of transparent process for shortlisting and interviewing of new personnel into Enugu State Water Corporation on 2021 recruitment for high level and intermediate level staff. As well as development of training and on boarding plan for orientation of the new recruits – May 2021 to September 2021
3. Technical support to EU-ACT Civil Society Consortium to research on the effect of irregular migration of youth and women in Enugu state. December 2021
4. Technical Support to the Enugu Demography Political Economy Analysis (TPP/ODI) under DAI – May 2022
5. Technical Support to Research on Education challenges and options for support in the SE region. - August 2022

6. Facilitation of the establishment of Environmental Health Clubs in Schools at Igbo-Eze North LGA – for Water Aid – February 2023.

Trainings

- Project Cycle Management training October 2021 - EU-ACT
- Code of conduct, Child Protection and GESI - Annual training Palladium Group 2017 - 2021
- Conflict Sensitivity training - 2015
- Training by INTRAC on facilitating Inclusive Approaches - 2013
- Gender & Social Inclusion Training Module 1 to 2009
- Advanced Excel Training – Afrihub
- Basic Facilitation Skills Training – Akada Consult – 2005
- Systems Thinking Skill – Mark Smith (Supported by SLGP)
- Conflict Sensitivity training - 2015

CERTIFICATION

February 2019	Mentoring and Advance Leadership Skills Course by African Women in Agricultural Research and Development (AWARD)
2016 - 2017	PDIA: Problem Driven Iterative Adaptation: Building Capability by Delivering Results – CID Harvard -
March 2014	Facilitation Skill enhancement training – Extended DISC® https://www.myedos.com
March 2008	Senior Management Development Course – Module 1 to 3 Center for Management Development (CMD)
August 2008	Train the trainers workshop -Center for Management Development (CMD)
August 2005	Measure & Evaluation Web Course - Monitoring and Evaluation Foundation – Mentor – UN

