

RAPHAEL IDEMETUK

TECHNICAL OPERATIONS & PROJECT MANAGEMENT PROFESSIONAL

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PROFESSIONAL SUMMARY

Technical Operations and Project Management professional with 5+ years of experience across technical operations, project coordination, workflow improvement, and executive operations.

Experienced in coordinating teams, tracking priorities and deliverables, supporting technology implementations, resolving operational issues, and improving processes through automation and digital tools.

Proven results include a 40% reduction in onboarding time, a 30% reduction in patient waiting time, a 35% increase in program participation, and a 35% increase in return visits.

Brings a Computer Science background, strong stakeholder management, and a proactive, accountable approach to execution.

CORE COMPETENCIES

Technical Operations | Project Management | Team Coordination | Process Improvement | Workflow Automation | Project Tracking | Issue Resolution | Stakeholder Management | Cross-functional Collaboration | Problem Solving | Documentation | Operational Reporting

PROFESSIONAL EXPERIENCE

Technical Operations Associate, Volunteer

Celebration Church | Calabar, Nigeria | March 2026 – Present

- Coordinate technical and operational requirements for programs and initiatives, working across teams to support timely execution.
- Consolidate and maintain structured operational data using Google Sheets, improving accessibility, organization, and visibility of information.
- Built automated SMS and email onboarding workflows for first-time visitors, improving follow-up efficiency and contributing to a 35% increase in return visits.
- Built and automated personalized birthday communication workflows for a 500+ member community, improving communication consistency at scale.
- Identify opportunities to automate repetitive processes and improve operational efficiency using digital tools.

Head of Programs & Operations

The Cave Calls | Lagos, Nigeria | March 2024 – January 2026

- Led operational execution across 5 departments, coordinating priorities, responsibilities, timelines, and resources across multiple concurrent initiatives.
- Managed cross-functional projects from planning through delivery, tracking milestones, following up on deliverables, and resolving operational blockers.
- Developed operating procedures and documentation that improved consistency, accountability, and access to critical operational information.
- Designed and implemented workflow automations using Make.com and n8n, reducing new-member onboarding time by 40%.
- Identified recurring operational bottlenecks and introduced systems and process improvements that reduced manual administrative work.
- Maintained operational records and project information using Airtable and Google Workspace, improving information visibility and accessibility.
- Designed and coordinated The Bridge, a 90-day development program, managing structure, content, communication, and delivery.
- Implemented learning and engagement systems that increased program participation by 35%.

IT Operations Associate

Rehoboth Specialist Hospital | Rivers, Nigeria | June 2023 – February 2024

- Coordinated day-to-day IT and technical operations in a busy healthcare environment, prioritizing competing requests and ensuring timely resolution.
- Coordinated software and technology projects involving internal teams and external stakeholders, tracking requirements, timelines, action items, and deliverables.
- Supported implementation of a new website and digital booking system, coordinating stakeholders and supporting adoption of the new process.
- Identified workflow inefficiencies and implemented process improvements that reduced patient waiting time by 30%.
- Monitored and resolved technical, application, and user-access issues while maintaining accurate documentation and clear stakeholder communication.
- Introduced digital tracking systems using Microsoft Excel and internal CRM tools, improving operational visibility and record accuracy.
- Delivered staff training and supporting documentation to improve productivity, consistency, and service quality.

Executive Assistant to the CMD

Rehoboth Specialist Hospital | Rivers, Nigeria | August 2021 – April 2023 (Part-Time)

- Coordinated multiple cross-department initiatives, tracking priorities, timelines, dependencies, and deliverables to keep projects moving.
- Served as a central liaison between executive leadership, internal teams, external stakeholders, and vendors.
- Managed action tracking and post-meeting follow-through, confirming ownership, monitoring deadlines, and escalating delays or risks.
- Coordinated complex schedules and competing priorities, ensuring high-priority commitments were executed effectively.
- Identified administrative and workflow bottlenecks and introduced practical improvements to increase operational efficiency.
- Prepared executive communications, reports, meeting materials, and documentation requiring accuracy, discretion, and sound judgment.

Customer Technical Support Officer

NHS | Remote | January 2020 – June 2021

- Resolved 40+ customer inquiries daily, providing clear guidance across digital tools and services.
- Managed multiple concurrent support requests while maintaining accurate records, responsiveness, and consistent communication.
- Analyzed user feedback to identify opportunities to improve support and service processes.
- Contributed to an increase in customer satisfaction from 85% to 92% through user-focused service improvements.

EDUCATION

Bachelor's Degree, Computer Science | University of Calabar | 2018 – 2023

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Google Project Management; IBM Program Management; MTF Institute – Introduction to Operations Management
- Asana Administrator Certificate; Asana Workflow Specialist; Make Advanced Automation Certification
- Google AI Essentials; ALX AI Career Essentials; 10alytics – Agentic AI & Automation

TOOLS & TECHNOLOGIES

Project & Workflow Management: Asana, ClickUp, Monday.com, Trello, Notion, Jira

Automation & AI: Make.com, n8n, Zapier, AI agents, ChatGPT, Gemini, APIs, Webhooks, JSON

Data & Operations: Airtable, Google Sheets, Microsoft Excel, CRM platforms, digital records management

Collaboration: Google Workspace, Microsoft Teams, Zoom, Slack, Gmail, Outlook

Technical Foundation: JavaScript, React