

IFEANYI EZURIKE

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Technical Project Manager | CRM Implementation | Microsoft 365 and Salesforce | AI Automation

SUMMARY

Technical project manager with 7+ years in CRM and technology delivery. I translate client needs into clear requirements, user stories and acceptance criteria, then lead the work through testing, training and rollout. I led a CRM integration across 15 departments with 200,000+ records and 2,000+ users, and engagement rose 23% after launch. As an independent AI consultant, I design and deliver internal tools and automations on Microsoft 365, Salesforce, web and iOS, including the operations platform a licensed home care agency runs on.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Industrial Engineering, University of Illinois at Chicago

Certifications: Salesforce Certified Administrator · Certified Associate in Project Management (CAPM)

SKILLS

Delivery: Requirements gathering, user stories and acceptance criteria, UAT and QA test plans, release planning, stakeholder facilitation, training and enablement, change management

Project tools: Jira, Smartsheet, Asana, Miro, Lucidchart, Visio

CRM & Salesforce: Salesforce Certified Administrator: objects, flows, validation rules, permission models, reports and dashboards. HubSpot

Microsoft 365: Entra ID single sign-on and app registrations, SharePoint sites, libraries and lists, Microsoft Graph, Outlook, Teams, Power Automate, Power BI

Integrations: Twilio voice and SMS, Smartsheet API, QuickBooks, Stripe, webhooks, Zapier, scheduled automations

AI & Building: AI-assisted development with Claude, LLM workflows for summaries and drafting, web apps (Next.js, React), iOS apps (SwiftUI), Postgres and Supabase, Vercel, Cloudflare, App Store Connect

Data: SQL, Power BI, reporting and dashboards, data validation, geospatial analysis

EXPERIENCE

William Everett, Chicago, IL

Technology consulting firm

CRM Project Manager

Mar 2022 - Present

- Lead delivery of a CRM integration across **15 departments, 200,000+ constituent records** and **2,000+ users**; engagement rose **23%** after launch.
- Run requirements sessions with department leaders and turn their feedback into user stories, acceptance criteria and QA test plans for the development team.
- Designed and delivered an internal status reporting platform: **Microsoft Entra ID** single sign-on, roles assigned from security groups, **SharePoint Lists** as the data store through **Microsoft Graph**, and AI-drafted monthly delivery reports for directors.
- Replaced manual status decks with private dashboards for **11 programs**, rebuilt automatically from the Smartsheet master task list, with a change feed and meeting notes.
- Took 2,000+ users live through demos, admin training, written guides and video walkthroughs.
- Rebuilt support from a single phone line into self-service intake with templated answers and self-booked consultations.
- Configured Salesforce objects, flows and permission models to meet department compliance requirements.

Independent, Chicago, IL

Clients include VitalTouch Health Network, an Illinois-licensed home care agency

AI Consultant

2024 - Present

- Designed and delivered the agency's operations platform: **145 screens**, caregiver, client and caseworker portals, and **13 automated daily jobs**.
- Connected it to **Microsoft 365** through an Entra ID app registration: every form and signed PDF files itself to the right **SharePoint** folder, and nightly checks flag missing compliance documents.
- Set up the phone system: calls route to the owner first, then an AI receptionist, with voicemail transcription and two-way texting logged to each record.
- Mapped hiring, training and documentation to Illinois licensing rules, including state registry checks and monthly federal exclusion screening.
- Automated invoices to QuickBooks plus care, authorization and tax-deadline reminders.

William Everett, Chicago, IL

CRM Technical Support Analyst

Oct 2020 - Mar 2022

- Resolved CRM data and integration issues hands-on in the platform and configured environments alongside developers.
- Ran live training and webinars for non-technical users and fed usability findings into the release roadmap.

Cook County 2020 Census, Chicago, IL

Census Data Analyst

Oct 2019 - Oct 2020

- Used population and geospatial data to target outreach across Cook County.
- Oversaw funding and risk for **22 agencies** and designed the grading scale that made grant decisions defensible.

PRODUCTS SHIPPED

Designed and shipped solo, from spec to release.

Please Follow Up iPhone and web

2026

SwiftUI · Supabase · Claude API · Microsoft Graph · Gmail

- Networking follow-up app: scan a business card and get a follow-up drafted in your own voice.
- Watches the inbox for replies and schedules sends through Outlook with your signature. Live at pleasefollowup.app.

Ringleader iPhone

2026

SwiftUI · AlarmKit · Cloudflare Workers · Google and Microsoft calendar webhooks

- Turns meetings from Outlook, Google and iPhone calendars into real alarms that ring through silent mode and Focus.
- New invites get an alarm within minutes, plus a built-in focus timer. Submitted to the App Store.

Burnout iPhone

2026

SwiftUI · Screen Time APIs · StoreKit 2

- Screen Time limits with hard blocks; answering a quick question earns a few more minutes.

Project command center Web

2026

Smartsheet API · Claude API · Postgres · Google Calendar

- Product management tool with two-way Smartsheet sync, a daily schedule built from the calendar, and meeting notes turned into tasks with owners and due dates.

Ledger Web

2026

Python · Lunch Money API · Vercel

- Personal finance system managing 3,200 transactions, with budgets, goals and a cash runway forecast.

COMMUNITY

Technology Chair and Board Member NFBPA Chicago

Aug 2020 - Present

- Lead technology for the Chicago chapter of the National Forum for Black Public Administrators.