

# Victor Boateng, MBA

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## SUMMARY

Project Manager & Operations with 7+ years of experience leading cross-functional initiatives, managing projects and delivering data-informed solutions in regulated, high-growth and fast-paced environments. I'm drawn to roles that challenge me managing timelines, aligning teams, and problem-solving under pressure, with a strong track record of resolving complex issues. I enjoy building partnerships across functional teams to drive integrity, reduce risk, and improve stakeholder trust.

## SKILLS

- **Data & Tools:** SQL, Python, R Studio, Excel, Power BI, Tableau, VBA, MS Project, SharePoint, Asana
- **Methodologies:** Agile, Waterfall, Scrum, Statistical Analytics, Data Cleansing and Transformation
- **Business & Communication:** Project management, Stakeholder Engagement, Cross-functional Leadership, Issue Resolution, Compliance, Change Management, Problem Solving, Vendor Management. lean six Sigma, HSE awareness
- **Cloud & AI:** AWS Cloud Practitioner, Prompt Engineering, Generative AI, ChatGPT, Microsoft Copilot

## PROFESSIONAL EXPERIENCE

### Kaster Co Inc.

#### Operations Lead

April 2025 – Present

Stratford CT

- Manage operational coordination across 10+ field teams weekly, ensuring service alignment between customer support, internal teams, and partners, reduced resolution delays and improved case closure rates by 40%.
- Acted as primary stakeholder liaison across field ops and leadership, delivering process improvement recommendations informed by customer feedback and incident audits.
- Deploy color-coded bins and signage to simplify resident recycling participation and reduce contamination rates by 15–20%.

### Alfatec Industries

#### Market Research Analyst

Nov 2024 - May 2025

Johnson City TN.

- Designed and executed mixed-method market studies using interviews, surveys, and focus groups; applied regression and clustering analysis in R to segment customer data and uncover 5 high-potential market segments for strategic expansion.
- Leveraged Power BI analytics to assess SiC semiconductor market size and trends, uncovering high-growth opportunities that guided executive investment and product strategy decisions.

### Atlas Copco Group

#### Human Resources Analyst

May 2024 - Aug 2024

Rockhill SC, USA

- Developed Power BI dashboards to monitor key HR metrics (turnover, engagement, performance), supporting strategic workforce planning.
- Designed and executed 100+ employee engagement surveys, analyzing trends and presenting findings that informed employee lifecycle enhancements.

### Eni S.p.A.

#### Project Analyst

Sep 2021 - Aug 2023

- Led impact evaluations across health, education, energy, and infrastructure programs Analyzed results using SQL and Tableau to uncover trends and performance gaps. Delivered insights that increased revenue, reduced risk, supported local businesses, and built stakeholder trust by aligning strategies
- Led 10 comprehensive ESG audits across key contractors and vendors, identifying compliance gaps and operational risks; achieved 100% implementation of audit recommendations within mandated timelines by establishing action plans and follow-up protocols resulting in improved compliance and regulatory exposure
- Monitored local development program progress at Eni S.p.A. stakeholder input to assess risks. Implemented mitigation strategies that improved stakeholder alignment and accelerated project timelines by 20% across 3 key initiatives.
- Led Safety Campaign by conducting field observations, designing precautionary measures, and collaborating with HSE leadership to submit and implement key recommendations, reducing reported HSE incidents by 25%.

### Eni S.p.A.

#### Project manager

Sep 2017 - Aug 2021

- Directed 9 end-to-end projects across-functional teams in delivering projects in highly regulated environments, managing 2m+ budgets, roadmaps, and priorities for multiple concurrent programs from planning through, program launch, execution and delivering initiatives on time and aligned with organizational goals
- Created and maintained project documentation, reports, and dashboards to provide visibility into key milestones, financials, and risks.
- Prepared weekly and monthly project reports with ad-hoc dashboards and status updates, summarizing schedule, budget, and key risks to give stakeholders instant visibility into overall progress and financials.
- Led key change-management activities by revising the project scope to reflect the redesigned pipeline approach, preparing updated risk and budget assessments, and clearly communicating scope and timeline changes.
- Supported continuous learning cycles by collecting data, evaluating project outcomes, and generating insights and integrated feedback into long-term program planning and informing future decisions

## **EDUCATION**

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### **East Tennessee State University**

*Master of Business Administration, Business Analytics*

### **Kwame Nkrumah University of Science and Technology**

*Master of Science, Development Management*

### **Kwame Nkrumah University of Science and Technology**

*Bachelor of Arts, Political Studies*

## **CERTIFICATION**

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- AWScloud practitioner
- AWS Introduction to Gen AI
- Project Management-Udemy
- Manage Successful Impact Evaluation
- Data Science of Using People analytics
- Data Visualization for Data Analytics
- PowerBI essential Training-LinkedIn

## **LEADERSHIP& INVOLVEMENT**

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### **ETSU Library Student Advisory Council**

- Advising on library hours, Students use spaces and destress activities.

### **CBAT Andrew Leadership Academy**

*Ambassador*

- Provided leadership

### **American Red Cross. College of Business and Technology Career fair**

*Volunteer Activities*