

NONYE CHIJOKE OKORO

SENIOR SAP SUPPORT ANALYST | INCIDENT MANAGEMENT | BUSINESS ANALYST

PORT HARCOURT NIGERIA

PROFESSIONAL SUMMARY

SAP ERP Professional with over 15 years of experience delivering multi-module support, handling incident resolution, root cause analysis, and cross-location user support. Supported two SAP change lifecycles, collaborating with business and technical teams. Analytical problem solver with experience in trend analysis of month-end accruals. Skilled in cross-functional engagement and user training, driving SAP proficiency and reporting accuracy.

CORE COMPETENCE

- Sound knowledge of business processes in Joint Venture operations (Oil & Gas Industry)
- Stakeholder Relationship with Auditors, Partners, Vendors and others
- Ability to effectively engage and collaborate with a diverse range of users across different cultural and social backgrounds
- Ability to support users remotely
- Excellent Team player

PROFESSIONAL WORK EXPERIENCE

Senior SAP Support Analyst

Jul 2018 - Dec 2025

NAOC Ltd now Oando Energy Resources Nig Ltd

CORE RESPONSIBILITIES

- Optimised SAP workflows and approval hierarchies to reduce bottlenecks and enhance operational efficiency.
- Troubleshoot user-reported SAP system discrepancies to identify root cause and recommend solutions.
- Trained /retrained users via one-on-one or organised role-based workshops
- Communicated with stakeholders and escalated incidents to software developers, issued tickets and collaborated on resolutions to minimise disruptions.
- Ensured timely completion of month-end activities to align with the agreed schedule and delivered insightful reports
- Analysed post-month-end accruals using age analysis technique that improved reporting figures

SAP Support Analyst

Nov 2008 - Jun 2018

Nigerian Agip Oil Company (NAOC) Ltd

CORE RESPONSIBILITIES

- Ensured smooth operation and SAP user satisfaction by providing first-level support to District users.
- Maintained and updated the Master data records of vendors and cost objects -cost centres and WBS in alignment with departmental changes to avoid workflow disruption.
- Analysed and posted the monthly accruals of different departments for proper cost analysis.
- Fully involved in the migration of Magic Businesswise to SAP and provided training that ensured a seamless system utilisation.
- Significantly participated in UAT and ensured prompt resolution of discrepancies before deployment of the production environment.

EDUCATION

Business Analysis School Certificate Completion

Business Analysis School Canada Mar -Jul 2024

Master in Business Administration (Non-specialisation)

University of Liverpool Dec 2012

Post Graduate Diploma in Management

University of Port Harcourt Oct 2005

Bachelor of Science in Computer Science

University of Ilorin Mar 1999

Technical Tools

- SAP ERP
- CUP platform- Control and User Provisioning for access control in SAP
- SM9 – IT Service Management tool
- eService Platform for service ticket logging and tracking
- Microsoft Workspace, like Excel (Pivot Tables, VLOOKUP), Word, PowerPoint
- Microsoft Teams
- Google Workspace
- Zoom
- Canva
- AI tools for workspace research and writing
- Slack
- Miro