Orko Joshua Hassan

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SUMMARY

Purpose-driven cum laude MSc graduate in People, Organizations & Change (RSM), specialising in organisational development, change consulting and human-centred restructuring. 3+ years experience in qualitative and quantitative research, 5+ years in client-facing roles (SAP, CRM, B2B/B2C), with specific exposure to UN reform and international organisational change.

EDUCATION

Rotterdam School of Management, Erasmus University — Rotterdam, The Netherlands
MSc People, Organizations, and Change (GPA: 8.3 | Cum Laude | Top 15%) — September 2025 – October 2026

- **Relevant Coursework/Change Management Track:** Managing the Organizational Environment, Leading Organizational Change, Professional Development and Consulting, Strategic People Management, People Analytics.

University College Maastricht — Maastricht, Netherlands
BA, Liberal Arts and Sciences | Psychology & International Relations (GPA: 8.1 | Cum Laude | Hons. Programme) — February 2022 – March 2025

- **Relevant Coursework**: Social Psychology, Psychology of Individual Differences, International/Business Negotiation, Logic, Argumentation I, MaRBLe, Statistics I-III, Data Analysis and Visualisation, Research Methods I-II.

Korea University — Seoul, South Korea
Exchange Semester, Psychology & International Relations (GPA: 4.27/4.5 (97.7 out of a 100 scale)) — September 2023 – January 2024

- **Relevant Coursework:** Organizational Behavior, Principles of International Relations, Special Topics in International Relations II, Neurodiversity, Theories on Counseling and Psychotherapy.

PROJECTS - RESEARCH & CONSULTING

MSc Thesis Project | UNSSC & ADAPT Initiative — January 2026 – July 2026

- Secured a research consultant position with the United Nations System Staff College, which reached 54,224 beneficiaries through 288 learning activities in 2025, investigating the impact of mergers, downsizing and relocation on UN agencies.
- Designed and conducted 10 semi-structured interviews with UN leaders from 10 agencies, producing 6 leadership and OD recommendations grounded in identity leadership theory.
- Built a 300-source evidence base and produced 2,079 in vivo codes using the Gioia method into a framework for mitigating the human costs of UN restructuring; graded 8.1.

People & Culture Change Consultant at Q42 | RSM — September 2025 – December 2025

- Diagnosed organisational culture issues for a Dutch/Swedish consultancy/IT collective and co-developed an implementation roadmap for culture change; project ranked among top 2 of 18 cohort.
- I had the honor to present our findings in front of a plenum of about 100 people, consisting of students, university staff, and all clients.

POS-COordinated Success: A McKinsey 7-S Case Analysis of POSCO International | KU — September 2023 – December 2023

- Led analysis of strategy, systems, and shared values in a five-person McKinsey 7-S analysis of POSCO International, producing 3 recommendations on ESG strategy, structure and staffing; graded 95/100 and presented to an audience of 150.

People Analytics Strategy for Cultural Cohesion and Post-Integration Risk at Eidra Netherlands | RSM — November 2025

- Assessed people analytics readiness across five Dutch agencies (Eidra Consulting, Curamando, Fabrique, Essense, Q42) in a collective of close to 1,300 employees, using a five-dimension maturity model to diagnose cultural fragmentation between "consultant" and "nerd" identity groups.
- Proposed 3 predictive, ethically grounded interventions (e.g. HRIS harmonisation, organisational network analysis, cultural and talent-risk indicators) to reduce post-merger integration risk.

WORK EXPERIENCE

Coolblue — Rotterdam | Remote
Customer Service Representative — October 2025 – Present

- Resolved ~120+ customer cases per week across orders, delivery, returns and payments by phone and email for an omnichannel retailer with EUR 2.56bn in 2025 revenue and 5,628 employees across NL, BE and DE.
- Contributed to a service operation that held a company-wide NPS of 84 in 2025, its highest level to date, keeping an 88% first-contact resolution rate.

RSM STAR — Rotterdam, The Netherlands
Internal Officer — September 2025 – Present

- Coordinated 3 cohort events for ~70 MSc students, managing a budget of EUR 5000, stakeholder communication, promotion and logistics, within Europe's largest study association (6,500+ members, ~450 events a year).

Mercedes-Benz CAC — Maastricht, The Netherlands
Critical Parts Management — March 2022 – May 2023

- Managed ~500 critical-parts escalations per month, with single orders worth up to EUR 250,000, during a year in which Mercedes-Benz reported semiconductor and logistics bottlenecks across its 2.04m global passenger-car deliveries.
- Coordinated with ~40,000 suppliers and internal teams across global markets to resolve shortages, cutting average resolution time from 30 to 2 days
- Handled retailer and wholesale enquiries and delivery updates in German & English within a 1,000+ employee centre that serves customers and retailers worldwide in more than 20 languages.

Direct Result — Cologne, Germany
Face-to-Face Fundraiser — October 2020 – December 2020

- Recruited 30 long-term donors for NGOs such as Oxfam, beating daily targets of 3 by 5 through door-to-door and street outreach.
- Recruited 9 new fundraisers, and researched and presented briefings on 3 humanitarian crises to the team.

uzBonn — Bonn, Germany
Research Interviewer — January 2019 – December 2020

- Conducted 1,000+ computer-assisted telephone interviews (CATI) with employees, executives, founders and works councils for 7 leading German economic and labour-market research clients, including ZEW, IAB, DIW, IW, WSI, WGMB and the DGB-Index Gute Arbeit.
- Ran B2B interviews with C-level and HR decision-makers on consulting quality, digitalisation and start-up performance, while meeting strict methodological standards.

SKILLS, TOOLS & LANGUAGES

Skills:
Organisation design, change management, stakeholder analysis, People Analytics, data analysis and visualisation, McKinsey 7S

Tools:
SAP, CRM, IBM Statistics, R (Studio), MS Office Suite, Qualtrics, Atlas.ti, Canva, OpenRefine.

Languages:
German (native), English (full proficiency), Dutch (limited working proficiency).

Interests:
University & Club football (17 years), Muay-Thai & kick boxing, mentoring, yoga, volunteer work.