

# ABIDEMI YETUNDE ADEWALE

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## PROFESIONAL SUMMARY

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Results-oriented Project Manager who oversees medium to meet tight deadlines and delivers excellent performance to bring substantive results to the business. Possess practical knowledge in Financial Services, Project Management, Payment, Reconciliation and Customer Service. Has in-depth experience with key practices and processes applicable to project management using a waterfall and agile methodologies. Applies self-motivation and leadership skills to deliver projects and meet customer requirements. Works with a strong sense of urgency and functions in a fast-paced environment.

## CORE QUALITIFICATIONS

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|------------------------------------|----------------------------|------------------------------------|
| • Solving Design Problem           | • Customer Relationship    | • Organization and Time Management |
| • Communication                    | • Good Telephone Etiquette | • Active Listening                 |
| • Analytical and Critical Thinking | • Problem-Solving          | • Decision-Making                  |
| • Teamwork and Collaboration       | • Project Management       | • Process Improvement              |
|                                    |                            | • Planning and Coordination        |

## EDUCATION

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| • <b>Bachelor of Science:</b> Computer Science<br>Lagos State University, Lagos.          | 2013 |
| • <b>Diploma:</b> Analytical and Industrial Chemistry<br>University of Benin, Benin City. | 2006 |
| • General Certificate Examination (G.C.E)   | 2001 |

## WORK EXPERIENCE

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### Wonder Meets & Tours Ltd.

#### Assistant Manager & Head of Quality Assurance

##### Assistant Manager

April 2024 – Till date

- Assisting the Head of Legal and Administration in-to-day operations, including scheduling task allocation and work now management.
- Contributing to strategic planning initiatives and assisting in the implementation of organizational objectives.
- Monitoring tour operations to ensure adherence to company standards, safety protocols, and regulatory requirements, and implementing corrective actions as needed.
- Monitoring performance metrics and providing regular feedback to team members to drive continuous improvement.
- Assisting with administrative task such as budget management, inventory control and procurement processes.
- Providing support to the Executive Suite, including duties to both the Head of Legal and Administration and the Chief of Operations (COO).

##### Achievements

- Successfully streamlined task allocation and work management processes, improving operational efficiency by 30% for the Head of Legal and Administration.
- Established effective communication channels between upper management and staff, addressing concerns promptly and increasing staff satisfaction by 25%.
- Contributed to the development and implementation of strategic initiatives, achieving 15% growth in organizational efficiency through enhanced planning and execution.
- Proactively ensured tour operations compliance with company standards, safety protocols, and regulatory requirements, reducing operational risks by 20% through corrective actions.
- Enhanced team performance by monitoring key performance metrics and providing feedback, resulting in a 20% increase in productivity and 10% improvement in service quality.

##### Head of Quality Assurance

Sept 2023 – Till date

- Provide leadership, guidance, and mentorship to the quality assurance team, fostering a culture of excellence.
- Establish, maintain, and improve the organization's quality management systems (QMS) to ensure compliance with industry standards and regulations.

- Collaborate with cross-functional teams to implement best practices and enhance overall operational excellence.
- Design and implement quality control procedures to ensure that products and services meet or exceed customer expectations.
- Stay up-to-date with industry regulations, standards, and requirements to ensure the organization's compliance.
- Lead efforts to prepare for audits and regulatory inspections, as needed
- Generate reports and present findings to senior management, making recommendations for corrective actions.
- Provide training to employees on quality standards, processes, and methodologies.
- Supplier and Vendor Management.
- Implement strategies to enhance customer satisfaction and loyalty through improved product and service quality.
- Identify potential risks related to product quality, compliance, and processes
- Develop risk mitigation strategies and contingency plans to address quality-related challenges.

## **Achievements**

- Developed and implemented a comprehensive quality strategy that aligned with organizational goals, resulting in a 25% increase in process efficiency and a 15% improvement in product/service quality
- Provided leadership and mentorship to the quality assurance team, fostering a culture of excellence and achieving a 20% reduction in quality-related incidents.
- Worked closely with customer support teams to address quality-related concerns, improving customer retention by 20% through enhanced product/service quality
- Fostered a culture of quality awareness and continuous learning, improving team engagement and accountability.

## **Quality Assurance Officer**

June 2023 – Aug 2023

- Ensuring the quality of products and services.
- Developing plans to help the company manage waste.
- Collect, analyze, and interpret quality data to identify trends, issues, and areas for improvement.
- Work closely with customer support teams to address quality-related concerns and feedback from customers.
- Foster a culture of quality awareness and continuous learning across the organization.
- Oversee testing, inspection, and evaluation processes to maintain consistent quality standards.

**Scheduling Officer**

May 2023 – May 2023

- Overseeing and managing schedule processes, e.g Guides, Guests and staff schedule
- Creating better workflow and communication between departments in the company.
- Assisting in the accurate reporting of scheduling data with the use of various tools and models.
- Developing healthy relationships with Online Travel Agencies, vendors and partner businesses in order to achieve scheduling goals and goal deliveries
- Assisting the organization with staff training, product design, and product launch and implementing strategies.

**Guaranty Trust Holding Company Ltd.**

Feb 2017- April 2023

**Project Manager**

- Specialized in Product Management, distribution and Tracking of all card variant (Debit and Credit Cards).
- Provide post-project monitoring and get feedbacks from customers to review and Incorporate into the process improvements where necessary.
- Determining and defining project scope and objectives.
- Preparing budget based on scope of work and resource requirements.
- Weekly organizing team process improvement meetings or training sessions.
- Quality control checks on received cards and reconciliation.
- Ensure products functionality and implementation by carrying out product test and Communicate feedback to the Team Lead.
- Monitoring progress and making adjustments as needed.
- Measuring project performance to identify areas for improvement.

**Achievements**

- Reduced project costs by 45% by implementing cost-effective strategies.
- Resolved 9 internal conflicts by mediation and making important decisions properly.
- Received accolades for efficiently and effectively managing 5 projects simultaneously.
- Met an almost impossible deadline by working through weekends.
- Introduced a project performance management system that was considered 50% more efficient than the one already being followed.

**Guaranty Trust Bank Plc.****Customer Support Supervisor**

Jan 2013- Jan 2017

- Use of Microsoft Dynamic CRM solutions to manage relationship with customers, track customer's interactions
- Customer support via online written chats, emails and phone calls.
- Assisting customer service staff in managing customer inquiries and complaints.

- Monitoring performance of customer support staff.
- Adequate follow up with customers to ensure having seamless transactions.
- Training customer support staffs.
- Delegating tasks.
- Collecting data and preparing reports.
- Organizing work schedule.
- Conducting performance reviews.

### **Achievements**

- Exceeded Guaranty Trust Bank's Sales goals by 80% by providing proactive and effective customer support.
- Resolved customer's complaints by identifying the root cause of problems and taking appropriate corrective measure, which in turn increased the retention ratio by 50%.
- Trained 20 new Customer Support Representatives.

### **Guaranty Trust Bank Plc.**

#### **Card Support Specialist**

Jun 2008 - Dec 2012

- Data take-on of customer's information for dollar card.
- Customer support via online written chats, emails and phone calls.
- Handling customer's enquiries and helping to resolve issues.
- Apply customer service policies in day-to-day interaction with the Bank's customers.
- Performing business retention activities and educate customers on the Banks products and services.
- Escalate customer's complaints/requests to appropriate business units for prompt resolution.
- Demonstrating good telephone etiquette interactions with customers.
- Adequate follow up with customers to ensure having seamless transactions.
- Ensuring the test question and answer section is filled accurately.

### **Achievements**

- Increased customer base by 30% in the year 2010 by responding quickly to their concerns.
- Consistently met performance milestones in speed, accuracy, and volume.
- Promoted to Customer Support Supervisor in 4 years owing to excellence in delivering the best client service.

### **NOTABLE PROJECTS**

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- Participated in development process of Habari website project. That is collaborating with different teams to deliver a user-friendly application based on research and feedbacks.

- I was part of the group that initiated the feature and code for the \*737# product which offers customers a wide range of options on account management.

## PROFESSIONAL CERTIFICATION

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|---|---------|
| • Project Management Professional (PMP) | 2021    |
| • Web Development                       | In view |
| • Data Science                          | In view |

## TRAININGS

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Alzheimer	2023
Dementia	2023
Structured Query Language (SQL)	2022
Scrum Development	2021
PMI-Agile Certified Practitioner (PMI-ACP)	2021
Fraud Prevention and Control Course	2020
The Fundamentals of Digital Marketing	2020
Gtbank Customer Service Tenets	2020

## REFEREES

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Provided based on request.