

## **Derrick U. Onyeani-Nwosu**

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### **PROFILE**

- Adept in listening and implementing given instructions in a result-oriented manner.
- Strong problem solving, planning and organizational skills to meet up set goals whilst maintaining a high level of professionalism and confidentiality.
- Superb interpersonal skills proven over time in previous operational and strategic positions.
- Experience in support roles/assistant roles in volunteer positions as well as job positions held.
- Interest in Big Data Technologies.

### **EDUCATION**

#### **Master of Applied Computing**

January 2019

University of Windsor, Windsor ON

- Expected Completion: September 2020

#### **Bachelor of Science, Computer Information Systems**

Babcock University

June 2015

### **RELEVANT EXPERIENCE**

#### **IT & Operations Manager**

September 2018- November 2018

**MILLENNIAL DIGITAL AGENCY LIMITED**

#### **RESPONSIBILITIES**

- Running regular checks on network and data security
- Identifying and acting on opportunities to improve and update software and systems
- Developing and implementing IT policy and best practice guides for the organisation
- Designing training programs and workshops for staff
- Conducting regular system audits
- Running and sharing regular operation system reports with senior staff
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages
- Managing and reporting on allocation of IT budget
- Identifying opportunities for team training and skills advancement

#### **Operations and Logistics Officer**

October 2017- September 2018

**DIAMOND BANK PLC.**

#### **RESPONSIBILITIES**

- Responsible for team reporting and data analysis. Manage all admin related issues.
- Collates and acknowledges Diamond Closa Agent requests on CRM or via mails.
- Verifies the completeness of Agent requests and advice Relationship Managers on status of such requests.
- Creation of agent on Agency Banking application.
- Allocation of terminal to created agents.

- Ensuring agents are set up on platform for account opening.
- Resolving Agency Banking application issues.
- Assist in vendor engagement.
- Data analytics and management
- Insight generation and implementation.
- Handling of Logistics Operations.
- Resolving technical issues and providing support to Agent Monitoring Officers on the field.

**Agent Monitoring Officer  
DIAMOND BANK PLC.**

**April 2017- October 2018**

#### **RESPONSIBILITIES**

- Responsible for team reporting and data analysis. Manage all admin related issues.
- Collates and acknowledges Diamond Closa Agent requests on CRM or via mails.
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- Ensuring agents are set up on platform for account opening.
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- Resolving technical issues and providing support to Agent Monitoring Officers on the field.

#### **SKILLS**

- Strong written and verbal communication
- Ability to work Independently as well as in a team.
- Ground knowledge of project management.
- Proficient in the use of Microsoft Office.
- Ability to multi task whilst managing time effectively
- Proficiency in graphic design using technologies such as Adobe Photoshop, Illustrator and Canva.
- Experience in programming languages such as C++, Java and Python.

REFERENCES AVAILABLE UPON REQUEST