

Ejim Israel

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PROFESSIONAL SUMMARY

Strategic Digital & Operations Executive with a proven track record of driving commercial growth, business model innovation, and operational excellence in the technology sector. I bring hands-on experience in a C-suite and advisory capacity, guiding businesses, startups, and entrepreneurs through digital transformation. My expertise is in translating complex business needs into tangible results, leveraging a deep understanding of IT business analysis, digital service delivery, and emerging technologies. I am proficient in developing and implementing scalable solutions using cloud platforms (Microsoft Azure, AWS), SaaS, and Generative AI to enhance efficiency and ensure business continuity. I am open to advisory roles where I can leverage my leadership and strategic insight to unlock commercial value.

SKILLS & QUALIFICATIONS

- **Project & Change Management.** Strong grasp of project-management methodologies, leading cross-functional teams through complex transitions, remote/hybrid IT setups, and cloud integrations with collaboration suites such as Teams, Zoom, Slack, and Google Workspace.
- **Mentorship & Talent Development.** Passionate about coaching leaders and teams to drive growth, foster innovation, and build sustainable, high-performance cultures.
- **Product & Platform Development.** Skilled in UI/UX, web design, and deployment (HTML, CSS, WordPress, Wix), SaaS implementation, and the creation of revenue-generating digital products and services.
- **Executive Leadership & Corporate Governance.** Proven ability to shape organizational vision, implement ISO 9001 quality-management standards, and establish strong governance frameworks that align with strategic business objectives.
- **Generative AI & Emerging Tech.** Experienced in leveraging generative AI tools and automation to optimize IT operations, enhance decision-making, and create innovative customer experiences.
- **Technology Strategy & Digital Transformation.** Expert in guiding enterprises through large-scale technology adoption and driving digital transformation initiatives that improve efficiency and scalability.

PROFESSIONAL EXPERIENCE

Director of IT & Operations

Global Path Notion Ltd, UK | 2020-2025

- Directed the full-scale digital infrastructure of the company, including the architecture and implementation of CRM systems, e-commerce platforms, and automated workflows to drive business continuity and enhance client services.
- Led strategic business development initiatives, including the design of funding proposals, cultivation of strategic partnerships, and management of SME outreach programs that directly contributed to business growth.
- Oversaw the integration of data-driven SaaS technologies to optimize team productivity, streamline operations, and enhance overall client engagement and service delivery.

IT Business & Project Lead

SMV Solutions Ltd, UK | 2025

- Provided strategic guidance and acted as a key project lead for a UK-based company, aligning their digital platform with core business funding and growth objectives.
- Led the end-to-end development of the company's website, integrating SEO best practices and CRM systems to create a scalable digital asset that enhanced market presence.
- Architected and implemented workflow automation, which resulted in a 65% reduction in manual operations and improved overall business efficiency.

Founder & Head of Operations

Jimtic-Brand (Etsy Store) | 2025

- Founded and managed an e-commerce business, overseeing the entire production pipeline from product design to fulfillment to ensure customer satisfaction and brand consistency.
- Applied strategic UI/UX principles to the customer journey, optimizing product presentation and checkout flows to increase conversion rates and enhance user experience.
- Leveraged data analytics and customer feedback to refine product listings and marketing strategies, which directly led to increased sales and brand visibility.

Digital Transformation Advisor

Imuka Access Limited, Uganda | 2023-2024

- Served as a strategic advisor, designing and managing a continent-wide digital onboarding process that streamlined survey participation for entrepreneurs and organizations across multiple African countries.
- Engineered an automated spreadsheet system to monitor participant engagement and track project milestones, providing real-time data insights that informed key business decisions.
- Directed stakeholder communications and project presentations, ensuring all phases of the project were delivered on time and within budget through effective coordination and strategic oversight.

EDUCATION

- **University of the People (Colorado Boulevard, Suite 623, Pasadena), CA 91101**
Bachelor of Science (Computer Science)
- **Federal Polytechnic Mubi, Nigeria.**
National Diploma (Computer Science)

PROFESIONAL CERTIFICATIONS

- IT Infrastructure and Emerging Trends
- RKY Career, UK, Excel & PowerPoint
- GenAI for Computer Support Specialist (I T support)
- Foundation of Project Management
- Train The Trainer
- Toastmaster's International (Communication & Leadership)
- Executive Corporate Governance
- ISO 9001 Quality-Management

LANGUAGE SKILLS:

English Language: First Language – Fluent English