

Manny Nwokedi

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PROFESSIONAL SUMMARY

A goal-driven professional with a rich and diverse career spanning over 10 years across the financial, insurance, and service industries. My extensive experience has honed my ability to navigate through ambiguity using systems thinking principles, enabling me to deliver effective solutions.

I am highly regarded for my exceptional capacity to prioritize tasks, handle multiple responsibilities with ease, and execute projects both independently and collaboratively. With a deep understanding of the software development lifecycle, I have excelled in agile environments, leading and motivating teams while serving as a crucial liaison among stakeholders, including senior management, to translate complex requirements into successful business solutions.

AREA OF EXPERTISE & TOOLS

- Leadership and Command
- Adherence to Values and Ethics
- Adherence to Policies and Procedures and Risk Management
- Decision-Making
- Stakeholder Management & Engagement
- Data Analysis and Reporting
- Performance Metrics and Analysis
- Customer Service Excellence
- Operational Planning and Project Planning
- Safety

PROFESSIONAL EXPERIENCE

Officer in Command/Platoon Commander at Canadian Armed Forces

Jul 2019 – Present

- Provided strong and decisive leadership to a platoon of 34 personnel, always ensuring discipline and professionalism.
- Executed orders from higher-ranking officers and successfully implemented them within the platoon.
- Developed and conducted comprehensive training programs to enhance the skills and readiness of platoon members.
- Enforced military discipline and standards within the platoon, upholding regulations, and codes of conduct.
 - Fostered a cohesive and motivated platoon through team-building activities and positive leadership.
- Upheld the values and ethics of the Canadian Armed Forces, setting an example for ethical behavior and integrity.
 - Maintained effective communication with higher-ranking officers, fellow platoon commanders, and support units.
- Conducted regular performance evaluations, providing constructive feedback, and identifying areas for improvement.

Team Lead at Employment Social Development Canada

May 2019- Present

- Create, manage, and monitor daily and weekly metrics for the team, ensuring performance targets are met or exceeded.
- Provide clear leadership and direction to team members, fostering a collaborative and high-performance work environment.
- Update and track individual metrics, such as adherence and average handle time (AHT), to drive efficiency and productivity.
- Coordinate and host monthly team meetings, facilitating communication and collaboration among team members.
- Generate and distribute monthly, quarterly, and annual reports to management, analyzing key performance indicators to identify effective strategies.
- Proactively resolve data issues by analyzing situations and implementing appropriate solutions.

- Collaborate with cross-functional teams to streamline processes and improve overall departmental efficiency.

Financial Advisor at Royal Bank Canada

Feb 2014 – Mar 2015

- Build and maintain strong, long-term client relationships by understanding their financial needs and goals.
- Provide expert financial planning advice, including retirement planning, investment strategies, and wealth management.
- Analyze clients' financial situations, identify opportunities, and create customized financial plans.
- Develop and implement strategies to grow the client base and increase sales of RBC products.
- Meet or exceed sales targets while maintaining the highest ethical standards.
- Educate clients on financial literacy and investment strategies to empower them in making informed decisions.
- Ensure compliance with all relevant regulatory requirements and internal policies.
- Collaborate with other RBC teams and specialists, such as financial planners and mortgage experts, to deliver comprehensive solutions to clients.

Licensed Insurance Advisor at Intact Insurance

May 2015- Jan 2018

- Conduct thorough consultations with clients to assess their insurance needs and risk profiles.
- Maintain an up-to-date understanding of Intact Insurance's product offerings, including policies, coverage, and pricing.
- Promote and sell insurance policies to clients, meeting, or exceeding sales targets.
- Identify cross-selling opportunities, such as bundling policies or offering additional coverage.
- Ensure compliance with all industry regulations, company policies, and legal requirements.
- Used sales tactics and client relationship building techniques to reach monthly, quarterly, and annual sales goals, boosting sales by 80%.
- Developed sales leads from direct referrals, networking, and targeted marketing campaigns.
- Participate in ongoing training and development programs to enhance product knowledge and sales skills.

Scrum Master at Nuance Communication

April 2014-Jan 2015

- Act as a servant leader, facilitating Agile ceremonies including sprint planning, daily stand-up meetings, sprint reviews, and retrospectives.
- Ensure that Agile principles and practices are followed by the development team.
- Empower development teams to be self-organizing and cross-functional.
- Encourage collaboration, creativity, and innovation among team members.
- Identify and help remove impediments that hinder the progress of the development team.
- Act as a shield to protect the team from external interruptions and distractions.
- Track and report on key Agile metrics, such as sprint velocity, burndown charts, and team performance.
- Use data and metrics to identify areas for improvement and drive process enhancements.
- Provide guidance on Agile frameworks, such as Scrum, Kanban, or others.
- Promote a deep understanding of Agile values and principles.

EDUCATION & CERTIFICATIONS

Software Development Diploma

2024

(Distance Learning Expected Graduation August 2024)

Keyin College, St. John's NL

Bachelor of Business Administration

2015

Memorial University, St. John's NL

Mechanical Engineering Diploma

2006

George Brown College, Toronto ON

COURSES

Certified Scrum Master (CSM)

