

NANA YAW ADJEI

705-923-7766 | ruebenio@yahoo.com | Ontario | <https://www.linkedin.com/in/nana-yaw-adjei-b6187a69>

PROFESSIONAL SUMMARY

Results-driven professional with over 10 years of experience in IT banking, project management, and e-business operations. Proven ability to manage complex technical integrations, troubleshoot technical issues, and develop scalable operational processes. Strong background in stakeholder communication, cross-functional collaboration, and delivering efficient client solutions in high-pressure environments.

AREAS OF EXPERTISE AND SKILLS

Technical Integration | Project Management | Cross-Functional Collaboration | Client Relations | E-commerce Platforms | API Knowledge | Process Optimization | Data Analysis | Business Development | Customer Support | HTML Knowledge | Microsoft Office Suite | SQL | Python | Tableau | Power BI

WORK EXPERIENCE

Business Analytics Intern | Relamco | Sudbury, Canada **09/2024 – 10/2024**

Collaborated with the Performance Improvement Director to streamline data-driven processes and enhance operational workflows.

- Provided technical and analytical support to improve operational efficiency.
- Created technical documentation, including standard operating procedures.
- Conducted competitor analysis and cost/benefit analysis to enhance decision-making.

Team Lead, E-banking Support | Fidelity Bank Limited | Accra, Ghana **03/2022 – 01/2024**

Led an 8-member team in managing technical integrations, improving e-business operations, and ensuring seamless customer experiences.

- Managed technical card production activities, reducing card-related issue resolution time by 30%.
- Spearheaded over 30 successful e-commerce and e-business implementations, enhancing client satisfaction by 15%.
- Collaborated with cross-functional teams (Sales, Project Management, Operations) to troubleshoot technical issues and implement solutions.
- Developed scalable operational strategies, increasing operational efficiency by 50%.

Card production and monitoring officer | Fidelity Bank Limited | Accra, Ghana **03/2014 – 03/2022**

Oversaw card production services and technical support for front-end and back-end systems.

- Resolved over 5,000 customer card issues with and assisted custodians in resolving ATM issues from all 75 branches a 90% first-call resolution rate.
- Liaised with multiple vendors adherence (Network International (NI), Future Cards, Masria (MDP), GHIPSS, VISA, Mastercard, Bankworld CR2, Veneka, and NCR) to ensure SLA adherence and system uptime.
- Managed encryption keys for secure PIN pads and POS devices.
- Coordinated end-to-end testing of card-related products (new or enhancement to existing products).

E-Business Specialist | ProCredit Savings and Loans Company Ltd | Accra, Ghana **03/2013 – 03/2014**

Handled ATM and e-payment integration, enhancing transaction security and system reliability.

- Collaborated with switch provider and ATM vendor to provide seamless ATM operation after installation or malfunction leading to a 95% uptime.
- Coordinated with vendors to troubleshoot and implement operational enhancements.
- Resolved all branch ATM-related issues, cash retracts, rejected reversal claims, technical and network operational issues.

EDUCATION & QUALIFICATIONS

Cambrian College Sudbury, Ontario, Canada Post Graduate Certificate, Business Analytics	2024
University of Ghana Business School Accra, Ghana Executive MBA, Project Management (WES Certified)	2021
Kwame Nkrumah University of Science & Technology Kumasi, Ghana BSc. Chemistry (WES Certified)	2010

TRAINING AND CERTIFICATIONS

- Certified Cards and Network Payment II
Institution: Moody's Analytics
- Certified Cards and Network Payment I
Institution: RBA International
- IT Service Management (ITIL Foundation)
Institution: People Cert
- Writing Efficient Code with pandas
Institution: DataCamp
- Building Dashboards with Dash and Plotly
Institution: DataCamp
- Introduction to Data Science -Cisco
Institution: Cisco Academy

KEY PROJECTS

Card Management System & Integration Projects (2018 - 2023)

In-house card personalization

- Led in-house card personalization, increasing throughput by 50%.

Fidelity VISA POS Acquiring and Mastercard ATM Acquiring

- Managed Visa POS and Mastercard ATM acquiring projects, enhancing payment processing efficiency.

Payment Card Data Migration

- Migrated payment card data to a third-party switch, improving system scalability.

VOLUNTEER EXPERIENCE

- Greeter (Summar Open House- Student Takeover) June 2024
Location: Cambrian College, Sudbury, Ontario
- Greeter and Clicker (Canada Day Celebration) July 2024
Location: Sudbury Community Arena, Sudbury
Organiser: Sudbury Multicultural and Folk Arts Association
- Attendance Tracker (Fall Open House- Student Takeover) November 2024
Location: Cambrian College, Sudbury, Ontario
- Volunteer (2024 Sudbury Multicultural Gala) November 2024
Location: Caruso Club, Sudbury, Ontario
Organiser: Sudbury Multicultural and Folk Arts Association