

OLUBUKOLA AJAYI

811, 50 PAISLEY BOULEVARD WEST, MISSISSAUGA, ONTARIO. L5B 1C9
437-335-6640 | bukieleajayi@gmail.com

PROFILE

Business Analyst with over 9 years' experience in gathering, documenting and managing business and functional requirements, project leadership, service management and customer relations. Credibly skilled at collaborating, communicating and solving problems. Expert at collaborating productively with cross-functional teams to achieve business objectives and create value.

CORE COMPETENCIES

- Business Analysis
- Project Management
- IT Service Management
- Cross-Functional Leadership
- SDLC (Agile and Waterfall)
- Retail Banking
- Microsoft Office

EXPERIENCE

2013 – 2020 **HERITAGE BANK PLC**

ICT Service Design, Manager

06/2020 - 11/2020

- Collaborated with project sponsors and various stakeholders across the organization to ensure proper capturing and alignment of their business goals.
- Successfully led and completed nine IT projects and business initiatives geared towards process automation, enhanced employee productivity tools for teleworking, business retention and customer relationship management innovations, in response to COVID-19 pandemic
- Participated in the project management of the nine IT projects and business initiatives by defining project requirements, identifying project milestones, phases, team and establishing project budget.
- Collaborated with the Development Lead, Product Manager and Project Manager to develop and execute software implementation plans, and oversaw various cross-functional projects.
- Coordinated the delivery of strategic projects and business initiatives, ensuring execution was in accordance with scope, schedule, and budget.
- Led Service Design department as IT Manager and oversaw Business Analysis, Quality Assurance, Project and Governance teams

ICT Support Services, Manager

09/2019 – 05/2020

- Conducted interviews with key business users to gather requirements on business processes
- Proactively managed resources and improved turnaround time on projects by working with other teams to identify improvement opportunities and ensure end-to-end success.
- Collaborated and nurtured a supportive and positive working relationship with Strategic Business Units (SBUs) on business performance improvement initiatives.
- Performed daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports
- Improved and maintained service uptime at 99% in Q1 & Q2, 2020 in line with service target by undertaking a robust vendor assessment and SLA reviews across all regions of the bank.

Centralised Shared Services, Manager

11/2015 – 08/2019

- Designed and implemented a workflow model for successful onboarding of customers thereby reducing average turnaround time by 40%
- Successfully completed a Customer Information Files (CIF) merger project and established a uniform CIF system for individual customers which ensured the bank met regulatory Data Integrity Assurance requirements
- Managed multiple projects to implement solutions to business problems by planning and scheduling tasks, monitoring progress against planned objectives as well as ensuring user and senior management acceptance of deliverables.
- Facilitated workshops for requirements gathering, also contributed to business process redesigning.
- Designed a more effective workflow to improve service delivery, support vendor engagements, reduce turnaround time and increase competitive advantage.

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Service Manager

11/2013 – 11/2015

- Achieved and maintained excellent service measurement rating for my branch in Q1, Q2 and Q3 of 2015
- Successfully integrated different work teams after the acquisition of Enterprise Bank (EB) by Heritage Bank (HB)
- Championed service orientation project for Enterprise Bank team on Heritage Bank's work culture and operational processes, for smooth transitioning
- Supervised a team of 18 banking operations staff to ensure quality service delivery to clients and continuous improvements in all service areas.
- Used effective data analysis and sales strategies to increase profitability and develop a system for projects.

Team Lead, Customer Service Executive

01/2013 – 10/2013

- As an Integration Program Management Core team member, delivered 'Operations Day-One' in less than 100 days at the commencement of Heritage Bank
- Organized and coordinated customer engagement activities at the second branch of the newly established bank
- Oversaw and managed issue escalation and resolution while ensuring ongoing monitoring and assessment to mitigate risks and track progress.
- Performed sales advisory roles to customers on the bank's products and service offerings

2007 – 2013 ACCESS BANK PLC

Branch Service Head Back-Up

- Planned and scheduled weekly team performance review sessions to evaluate the previous week's work, discuss challenges faced, and make recommendations on ways to improve service delivery.
- Deputized as Branch Service Head in branch management, in line with SLAs and KPIs and achieved an "A" service rating as well as 100% score in GL reconciliation by the end of second quarter post acquisition.

Branch Banking Operations Officer (formerly Intercontinental Bank Plc.)

- Funds transfer (local and international), fixed assets management and GL reconciliation.
- Supervised tellers and bureau de change/ Western Union frontline agents.
- Performed sales advisory roles to customers on the bank's products and service offerings
- Facilitated speedy resolution of customer complaints.

EDUCATION

2007 – 2010 UNIVERSITY OF LAGOS

Master's Degree in Public and International Affairs (MPIA)

1999 – 2004 LAGOS STATE UNIVERSITY

Bachelor of Arts with Honors in History and International Studies

PROFESSIONAL TRAININGS

- COBIT 5
- Business Analyst
- ITIL
- ISO 20000 LI
- Project Management Professional (PMI Membership)
- Customer Service Management
- Public Relations

PROFESSIONAL CERTIFICATION

- COBIT (Foundation)
- ITIL (Foundation)
- ISO 20000 LI (certificate pending)

COMMUNITY SERVICE

- Founder and active contributor to the Y.I.E.L.D. Foundation, a youth development initiative in Nigeria that provides free academic and vocational learning as well as free back-to-school items to about 350 youths every summer since year 2010.