

PROFESSIONAL SUMMARY

- Government of Canada Enhanced reliability Status (2022-2032)
- 12+ years' experience in product ownership and project management, business analysis, business process improvement, innovation & optimization, customer success management, business process development, Team leadership & management at Top CPG, telecommunications, banking, renewable energy and IT consulting companies.
- Solution-driven, astute and customer focused change driver/enabler with detailed experience in diverse IT projects (custom-built, COTS, enhancements, digital transformation, change management and process-optimization) with a focus on delivering optimal value and solving business problems using Agile and Waterfall methodologies (SDLC). Regularly demonstrate ability to effectively acts as a liaison among stakeholders in converting requirements into business solutions. Special knowledge of delivering commercially viable projects for business sustainability and lean operational efficiency.
- Highly skilled in requirements elicitation and collaboration, requirements analysis and design definition, business process modeling, stakeholder analysis, facilitating workshop/presentations and documenting of business, stakeholder, solution and transition requirements.
- Creativity and organization for business efficiency, strong interpersonal skills, excellent leadership abilities, analytical in decision making, strong decision-making and management skills, ability to develop lasting professional and value-generating relationships with clients, strong speaking skills.
- Strong requirement gathering and elicitation skills set, business case development, supporting Testing, Definition of As-is/To-be business models, user experience/user interface design; Balsamiq mockups, swimlane and process flow Unified Modeling Language (UMLs), SharePoint 365.
- Highly proficient in Microsoft office tools and top CRM and ERP systems.
- Experience fostering team self-organization and continuous improvement. Knowledge of Agile and Lean principles and practices. Project Management & Risk identification. Strong analytical and problem-solving skills. A lifelong learner.
- Extensive experience using Microsoft Visio, Jira, Azure DevOps, Miro, Slack and Confluence, Ideaboardz for retro and planitpoker for sprint planning/estimation.
- Strategic Planning & Execution, Change Management & Release Management. SDLC Methodologies & Frameworks - Agile, Scrum, SAgile & Kanban. Excellent Interpersonal Skills & Ability to Work with diverse teams.

PROFESSIONAL EXPERIENCE

Technical Product Manager/ Scrum Lead

Product Owner/Scrum Master (Contractor)

TELUS Corporation (Vancouver, British Columbia)

May'2022 to date

April'2021 to Oct'2021

At TELUS Digital, our mission is driving cultural change through automated tech.

Project 1: Business Support Request (case routing) MyTelus to Salesforce

Project 2: Credit Assessment Request Automation on Salesforce

Project 3: End to End (E2E) order visibility on Salesforce

- Effectively act as the business enabler between diverse stakeholder groups (IT, product team and training department). Champion the Salesforce to Service now integration for effective service delivery
- Used agile methodology values, principles, and practices to plan, manage, and deliver solutions.
- Lead the Credit assessment request process change in Salesforce to provide automated credit assessment for all sales opportunities between the CARE and the Credit Team
- Manage project and product collaboration on Asana. Take full ownership of the definition of DoR & DoD.

Business System Analyst

Oct'2021 to Apr'2022

Bank of Canada (Ottawa)

- Maintenance and Continuous enhancement of the High availability banking systems (HABS)
- Finalizing the Lynx real-time gross settlement rollover (RTGS) from LVTS (large value transfer system)- Payments Canada
- ISO 20022 message upgrade preparations (MT to Base MX, Lynx, CBPR+, and HVPS+)
- Enhancement of HABS (National) to accommodate Stream B, G, H & M from Automated Clearing Settlement System (ACSS)

Business Analyst (Payments and Rewards)

Nov'2019- March'2021

President's Choice Financial (Calgary, AB, Canada)

Project 1: Enhancement of existing Online Banking Platform and Mobile Banking Application

- Effectively acted as the business liaison between diverse stakeholder groups (IT, product team and training department). Demonstrated exceptional ability in eliciting and analyzing business requirements
- Supported project team in testing Mastercard repayments/billing cycle cutoff process optimization after every enhancement/upgrade gateway.
- Extensively used JIRA to create user stories according to Definition -of-Ready and manage prioritized product/sprint backlogs and Confluence to manage artifacts.
- Worked with Product Owner to groom and prioritize the product backlog on an ongoing basis to meet release timelines. Created storyboard of backlog items and develop item according to business needs
- Add required information into user stories such as business value, scope of change, non-functional requirements, and acceptance criteria
- Mapped current and future state process flow for the business and identify opportunities for improvement
- Participated in Sprint Planning, Daily Scrum Meetings, Sprint Review and Sprint Retrospective
- Collaborate with Agile teams in Implementing Mobile Banking Apps in Androids, IOS and other digital channels
- Provided on-screen mockups or prototypes via presentations for user interface requirements and reviews with stakeholders to obtain buy-in
- Provided transition to support stakeholders to ensure the core principles and mindset of Scrum and Agile are understood and adapted within the organization and throughout the SDLC
- Worked closely with QAs to perform end-to-end QA/UAT testing and create test plans/test cases, requirement traceability matrix and fix bugs.

Product Owner/Scrum Master (Country Operations), Nigeria

Aug'2014- Sept'2019

d.light Solar (Lagos, Nigeria/San Francisco, U.S.A)

Project: Provide commercial framework, coordinate stakeholder engagement responsibilities and high-level business leadership for the entire market entry strategy of d. light solar in West Africa. Implemented Salesforce as a Commercial-of-the-shelf (COTS) solution and integrated with an in-house CRM-ATLAS

- Formulated and executed commercially viable business strategy that provides leadership and drive sustainable growth. Managed and sustained relationships with key partners and Investors.
- Supported the Technical Team with market research, planning, trade testing, field requirement gathering and execution of the ATLAS CRM system to support PayGo rollout in Africa.
- Managed relationship with technical stakeholders e.g., PayJoy, Paga, Payment service Providers (PSPs) to drive business growth and ensured project rollovers are commercially sustainable and business improving.
- Led the implementation of salesforce and integration (including enhancements/upgrade) with ATLAS CRM module across Nigeria, a platform designed to support Salesforce automation processes across the country and to manage a 5m+ customer database of solar home system users over 5years.
- Worked effectively with multiple Scrum teams both internally and off-shore. Coached teams on agile and scrum principles with a goal of continuous improvement
- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews and sprint retrospectives.

Channel Partner Business Analyst

Jun'2012-Jul'2014

Bharti Airtel Networks Limited (Nigeria)

Project: Executed the successful launch and commercial improvement of Distributor Relationship Management system (DRMS) pan-Nigeria.

- Effectively liaised between Business and Technical Team, taking responsibility for commercial requirement elicitation and gathering. Documented business functional and non-functional requirements, and conducted detailed requirements clarification workshops
- Responsible for gathering and eliciting requirements across different stakeholder platforms, based on assigned project. Designed/led the user training of the DRMS CRM nationwide for 287 Sales Managers
- Created Use-case specifications for system functions, actors, business rules, and data elements for use case scenarios.
- Prototyped new procedures and trained new users on software enhancements to ensure user readiness
- Monitored and supported the successful execution of the DRMS CRM module for sales and Distribution automation, regularly resolving usage queries and eliciting enhancements to support them.

Business Excellence Manager (Analyst)

Sept'2009-May'2012

Diageo Plc/Guinness Nigeria Plc (Nigeria)

- *Project1: Migration from manual and legacy account management platforms to SAP integrated with a custom-made Platform for growth (P4G) system for distributor management. (PUSH Channel)*
- *Project 2: Worked on the Project Falcon team of the Diageo INTOUCH platform to develop the INTOUCH module to support salesforce implementation. (PULL Channel)*
- Managed the commercial cut-over from manual to INTOUCH to ensure zero loss of revenue for a \$600m+ USD annual revenue business. Developed change process procedure and data migration templates.
- Supported the commercial integration P4G distribution platform into the INTOUCH salesforce platform nationally as a Super-User. Also supported the roll-out of SAP Concur claims system pan-Nigeria.
- Worked directly with the Project Office/Business Transformation Director to carry out the GAP and SWOT analysis and Stakeholder requirement elicitation/design of business case for INTOUCH launch.
- Planned and executed the (PfG) management system for Distributors, gathering business requirements to manage change requests in a multi-SKU, multi-pricing fast-paced CPG sales environment.

EDUCATION, PROFESSIONAL DEVELOPMENT, & AWARDS

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| Project Management Professional (PMP) ® PMP® Number: 3395354 | 2023 |
| Advanced Certified Scrum Product Owner® (A-CSPO by Scrum Alliance) | 2022 |
| Certified SAFe® 5 Advanced Scrum Master (SASM) | 2022 |
| Certified SAFe® 5 Product Owner/Product Manager | 2022 |
| Microsoft Certified: Power BI Data Analyst Associate (Certification number: I202-2303) | 2022 |
| Member- Agile Testing Fellowship (Membership ID 000535) | 2021 |
| Microsoft Certified: Azure AI Fundamentals & Azure Data Fundamentals | 2021 |
| Public Leadership Credential (Harvard Kennedy School) | 2021 |
| 6Sigma Study Six Sigma Yellow Belt Professional Certificate ID 837094 | 2018 |
| Scrum Product Owner Certified (SPOC) Certificate ID 776241 | 2017 |
| Scrum Master Certified (SMC) Certificate ID 824906 | 2016 |
| Certified Business Analysis Professional (CBAP®), IIBA ID 34853335 | 2015 |
| Master's Degree in Business Administration (Obafemi Awolowo University) | 2014 |
| Emerging Leaders Development Program (Lagos Business School) | 2013 |
| Certified e-business Professional (EC Council: Member ID-ECC940011) | 2010 |
| Bachelor's Degree in Botany (Obafemi Awolowo University) | 2007 |