DANIEL AGBO

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PROFILE

A passionate and dedicated technical writer and project manager skilled in creating simple, accurate, and compliant process documentation, while prioritizing stakeholders in all technical communication. An excellent collaborator focused on helping organizations find a suitable balance between people, processes, and technology in our diverse technical and business environments.

SKILLS

Technical Communication: **Technical Writing, Content Management, Process Documentation, Project Management, and Product Management.**
Data Analysis & Visualization Tools: **Microsoft Power BI, Tableau, and Microsoft Excel**
Programming Languages: **Python and SQL**
Project Management & Design Tools: **JIRA, Vasont Inspire, and Canva**

EXPERIENCE

Missouri University of Science and Technology, Rolla, USA
Graduate Teaching Assistant, Technical Writing.   **Aug 2023–May 2025**

- Manage course planning and curriculum development for cohorts of 20 students, ensuring timely delivery of course content and assessments.
- Coordinate lesson design and performance evaluation to drive continuous improvement, demonstrating effective project planning and resource management.

Jaiz Bank Plc, Nigeria
Technical Documentation Specialist   **Aug 2020–Jul 2023**

- Developed product manuals, user manuals, technical request documentation, and Standard Operating Procedures (SOPs) for electronic banking department.
- Designed business requirement documents (BRDs) for new and existing products in electronic banking unit working closely with software developers, and other cross-functional team members.
- Collaborated with business development and cross-functional teams to identify business requirements and translate them into technical solutions.

Jaiz Bank Plc, Nigeria
Data Analyst || Product Manager   **Jul 2015–Jul 2020**

- Developed analytical frameworks and models, increasing data-driven insights efficiency by 30%.
- Developed new products (ebills payment, Buy power) and modified existing ones, boosting revenue by 20%.
- Conducted weekly and monthly data analysis and visualization using Power BI and Excel to support informed decision-making. This grew adoption by 25%.
- Optimized data systems in collaboration with the software development team to enhance processing scalability.

Jaiz Bank Plc, Nigeria
IT Business Support & Improvement || Business Analyst   **May 2014–Jun 2015**

- Designed and developed business improvement processes to support profitability.
- Developed business improvement initiatives by designing and implemented electronic product deployments, from conceptualization through to execution. These projects all together generated about $1M.
- Managed mobile payment operations and uptime to drive revenue generation.

EDUCATION

Master of Science, Technical Communication   **Aug 2023–May 2025**
Missouri University of Science and Technology, Rolla, USA

Bachelor of Science, Statistics/Computer Science   **Nov 2006–Dec 2010**
Federal University of Agriculture, Makurdi, Nigeria

PROJECTS

POS Performance Analysis Dashboard | Microsoft Power BI and MS Excel

- Developed a POS performance framework and dashboard analyzing point-of-sale transaction data for the entire bank, growing efficiency by 40%.

JAMB PIN Sales Application | Microsoft Power BI and Project Management

- Collaborated with software developers and cross-functional teams to develop a PIN sales application for branches and external partners, generating approximately $50K in revenue

Mobile Banking Application | Project Management and Business Analysis

- Developed and deployed a mobile banking application in collaboration with the software development team and other strategic business units. This application has generated approximately $500K in revenue

CERTIFICATIONS

- Certified IIBA Business Analysis Professional
- Lean Six Sigma White Belt Certified
- ITIL Foundation Certificate in IT Service Management