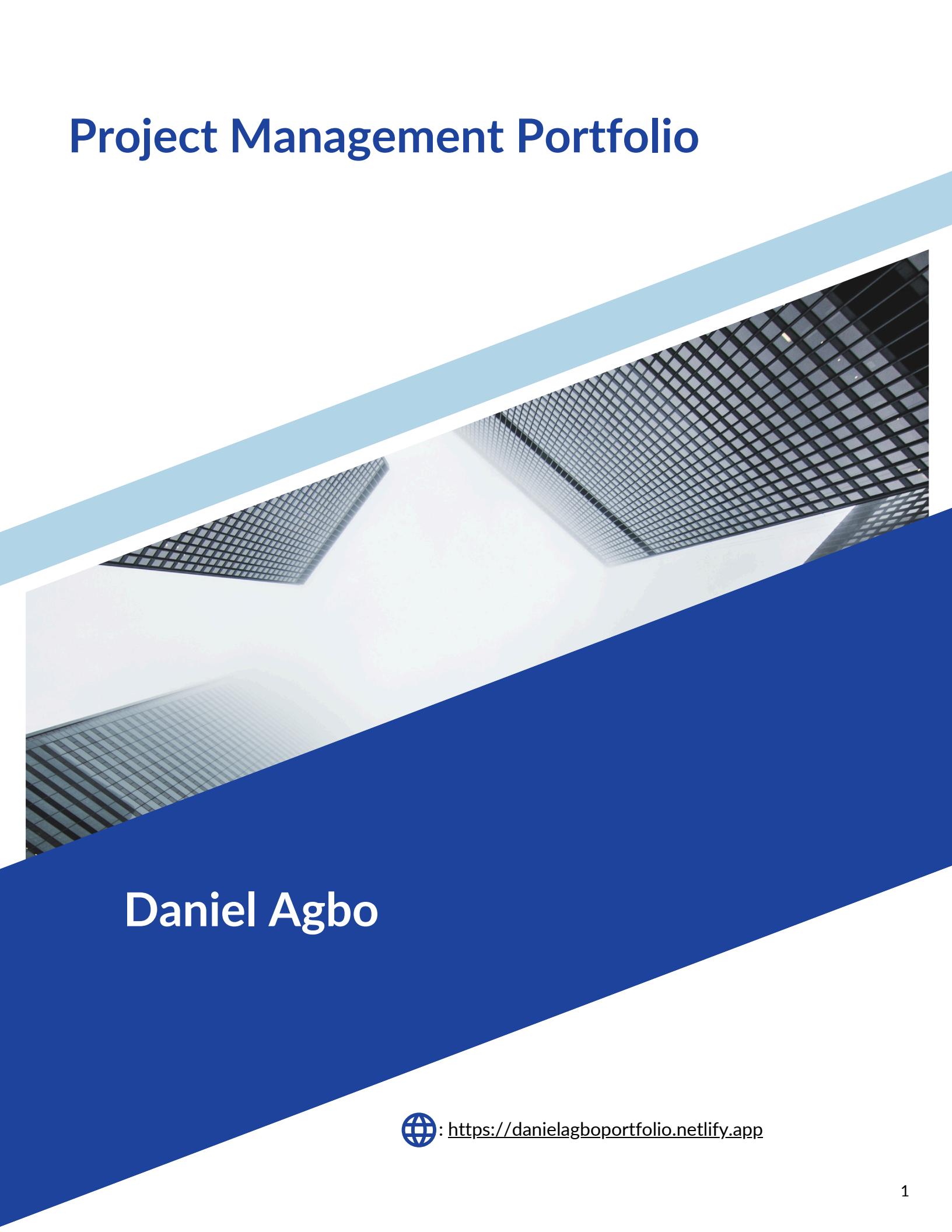


# Project Management Portfolio



Daniel Agbo



: <https://danielagboportfolio.netlify.app>

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# Introduction

My name is Daniel Agbo. I hold a BS in Statistics/Computer Science and currently pursuing an MS in Technical Communication. I have 10 years of experience in the finance industry. This experience cut across marketing, IT business improvement support, product management, and product data analysis. I am a certified ITIL practitioner (Information Technology Infrastructure Library) and CBAP (Certified Business Analysis Practitioner). I am Lean Six Sigma White Belt Certified. In my role as a product manager, I worked with a cross functional team in the development and deployment of a Mobile banking application. In this project, we used the waterfall approach to deploy the application in two phases. In my role as a product data analyst, I have analyzed product performance data and generated meaningful insights that aided the development of new products based on business needs and modification of existing products to meet business requirements.



**Daniel Agbo**  
Project Manager



# Project Management Philosophy

I see every project as an opportunity to bring ideas to life and make a real impact. My approach is built on balancing three essential elements: people, processes, and technology. With certifications in Business Analysis (Certified IIBA), Lean Six Sigma (White Belt), IT Service Management (ITIL Foundation), and Data Analytics, I combine technical skills with a human touch to manage projects effectively.

People are at the heart of every project. I believe that when team members feel valued and heard, they are empowered to contribute their best work. I focus on creating a supportive environment where open communication and trust are prioritized. My business analysis training helps me understand and translate stakeholder needs into clear project goals, ensuring that everyone is aligned from the start.

Equally important is having a solid process. I use proven project management methods—whether agile, waterfall, or a hybrid approach—to keep projects organized and on track. My Lean Six Sigma training reinforces the importance of continuous improvement, so I regularly review and fine-tune our processes to eliminate waste and optimize efficiency. This structured approach helps me identify potential issues early and keep projects moving forward on time and within budget.

Technology is a powerful ally in project management. I leverage modern tools and data analytics to maintain transparency and make informed decisions. I know that a dashboard is only as good as the story it tells; by transforming data into actionable insights, I can guide teams and adjust strategies as needed. My ITIL Foundation certification has provided me with the best practices for managing IT services, ensuring that technology not only supports but drives our project goals.

I also recognize that change is a natural part of any project. I embrace it as an opportunity to learn and improve. By staying flexible and open to new ideas, I ensure that our projects can adapt to evolving circumstances and unexpected challenges. This adaptability, combined with a commitment to learning from each experience, helps create a resilient team ready to tackle any obstacle.



## CONTACT

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<https://danielagboportfolio.netlify.app>

## SKILLS

- Project Management
- Product Management
- Business Analysis
- Data Analysis
- IT Support
- Technical Communication
- Process Documentation

## CERTIFICATIONS

- Certified IIBA Business Analysis Professional
- Lean Six Sigma White Belt Certified
- ITIL Foundation Certification in IT Service Management
- Data Analytics: Dashboard vs Data Stories

## TOOLS

- JIRA
- Canva
- Python
- Microsoft Power BI

# DANIEL AGBO

## PROJECT MANAGER



## PROFILE

Project Management Expert with a proven track record in driving cross-functional initiatives, streamlining processes, and delivering strategic projects on time and within budget. Adept at aligning technology, people, and processes to meet business objectives while managing risk and stakeholder expectations. Backed by certifications in Business Analysis, Lean Six Sigma, IT Service Management, and comprehensive training in Project Management Professional (PMP), I excel in environments where analytical rigor and practical execution converge.



## WORK 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**

*Data Analyst / Product Manager*

Jan 2015–Jul 2023

- Led the development of comprehensive analytical frameworks and models to evaluate business performance, transforming data into actionable project insights. This project enhanced performance and decision making by 30%.
- Directed the end-to-end lifecycle of new product development and enhancements, coordinating cross-functional teams to deliver technical solutions that met evolving business requirements. This project generated revenue of about \$500k.
- Managed weekly and monthly data analysis projects using Microsoft Power BI and Excel, enabling informed decision-making and effective project tracking.
- Facilitated collaboration between business development, IT, and software teams to optimize systems, improving performance and scalability across electronic products.
- Authored and maintained project documentation including product manuals, SOPs, and technical specifications to ensure clarity and compliance throughout project phases.

**Jaiz Bank Plc, Nigeria**

*IT Business Support & Improvement*

May 2014–Jan 2015

- Spearheaded business improvement initiatives by designing and implementing electronic product deployments, from conceptualization through to execution. These projects all together generated about \$1M.
- Managed cross-departmental projects to ensure maximum uptime and operational efficiency across electronic channels.
- Oversaw the deployment of mobile payment solutions, contributing to revenue growth and operational excellence through meticulous project management and process optimization.



## EDUCATION

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### Master of Science, Technical Communication

Missouri University of Science and Technology, Rolla, USA

Aug 2023–May 2025

### Bachelor of Science, Statistics/Computer Science

Federal University of Agriculture, Makurdi, Nigeria

Nov 2006–Dec 2010



## PROJECTS

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### Mobile & Internet Banking Application deployment

#### *JaizMobile Banking*

- Collaborated with a cross-functional team from the project's conceptualization through to the final deployment of a mobile payment application.
- Since its deployment, the application has generated over \$1M in revenue and is available on app stores for both Android and iOS

#### *Jaiz Internet banking (Retail and Corporate Module)*

- Collaborated with a cross-functional team from the project's conceptualization through to the final deployment of a internet banking payment application.
- Since its deployment, the application has generated over \$100K in revenue

## SKILLS

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- Project Management: Strategic planning, stakeholder management, resource allocation, risk management
- Technical Tools: JIRA, Microsoft Power BI, Python, Canva
- Documentation: Technical writing, process documentation, SOP development
- Analysis: Data analysis, performance modeling, process optimization

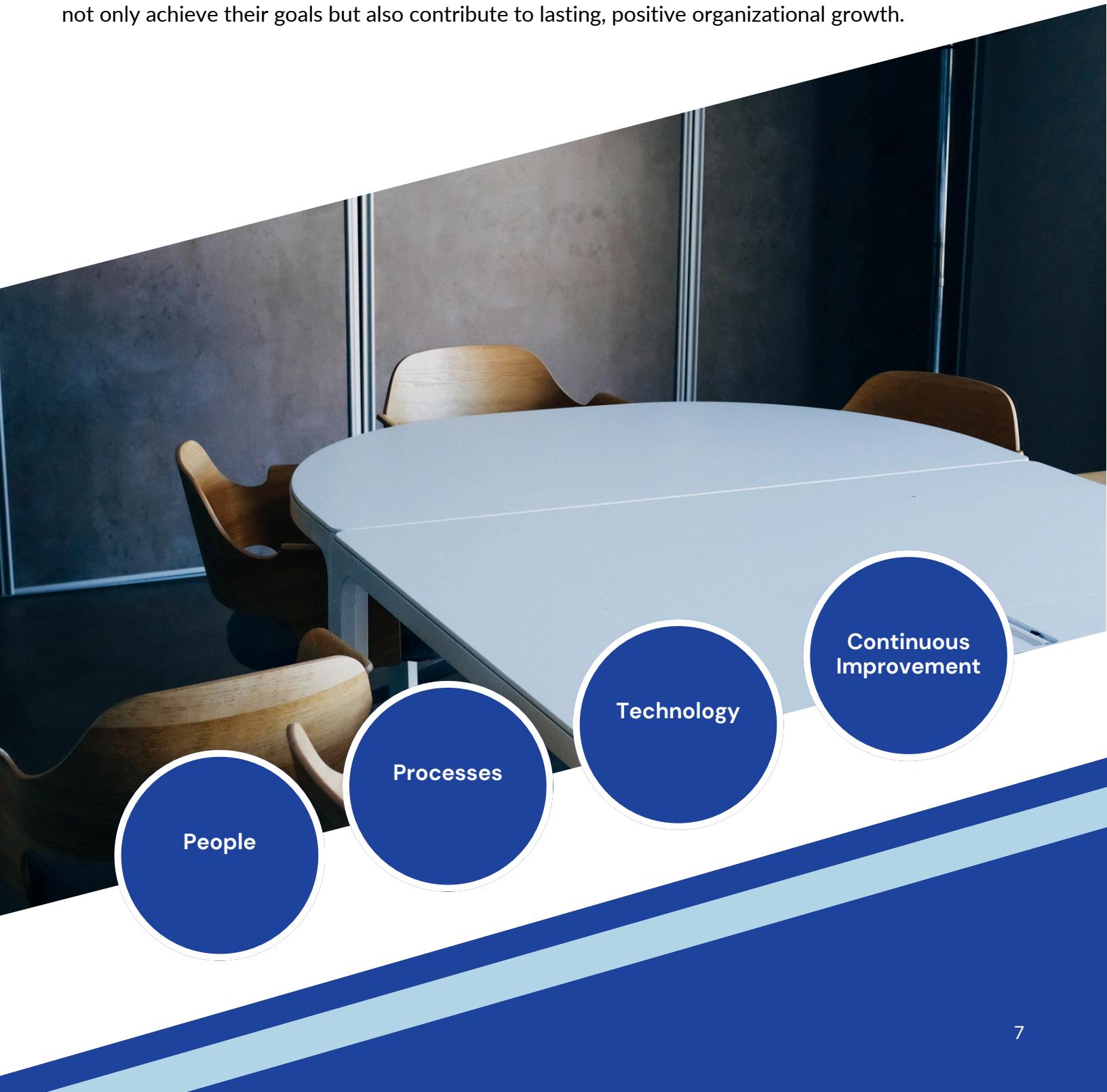
## VOLUNTARY ACADEMIC DUTIES

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- Treasurer, Society for Technical Communication (STC), Missouri University of Science and Technology Rolla Chapter  
Feb 2024 to date
- Member, Library Student Advisory Committee (LSAC), Missouri University of Science and Technology, Rolla  
Aug 2023 to date

# My Approach To Project Management

My approach to project management centers on creating value by integrating people, processes, and technology. I am dedicated to fostering a collaborative atmosphere where clear communication and continuous improvement lead to both individual and collective success. By staying open to new ideas and remaining agile in the face of change, I strive to lead projects that not only achieve their goals but also contribute to lasting, positive organizational growth.



# Projects

## Project 1: Mobile Banking Deployment for Jaiz Bank Plc

This project involved the deployment of a mobile banking application for Jaiz Bank Plc. The bank wanted to go digital and move its payments to electronic channels through the deployment of a mobile banking solution for its customers.

### → Challenge

The bank identified a challenge and needed to go digital to enhance customer experience and establish thought leadership in its industry. This necessitated the deployment of world-class Mobile banking solution

### → Solution

- Mobile Application Interface
- Backend Infrastructure Integration
- Security and Compliance Solutions
- Digital Payment Gateway
- Cloud-Based Scalability and Reliability
- Data Analytics and Monitoring
- Customer Support and Feedback Systems
- Testing and Deployment Automation

### → Results

- Increased revenue share from electronic channels.
- Achieved a 25% migration of retail customers to the mobile banking platform.
- Increased online interactions and customer feedback through adoption and usage.
- Improved customer satisfaction rating by 15% as customers no longer needed to visit brick-and-mortar branches.

## **Project 2: Redesigning and Overhauling the Website of the Department of English and Technical Communication at Missouri S&T**

### **1. Introduction**

#### **Project Brief**

The project involves redesigning and overhauling the website of the Department of English and Technical Communication at Missouri S&T. The current website does not reflect the dynamic work going on in the department. The planned enhancement will allow the department to show case its work and value in a more engaging and intuitive way. The redesign is aim at making the website user friendly and easier for staff, students, and faculty to navigate and access information they need.

As the Project Manager, before the project commences, I will develop a Project Charter that formally gives authority to the existence of the project and use of organizational resources. I chose this project because it is an area I can easily relate to base on my previous work experience and understanding of project management.

#### **Project Goal**

This project will overhaul the website so as to ensure that the department is putting its best foot forward in a digital space, which is essential for recruitment, student engagement, and public outreach.

#### **Key Stakeholders and their roles**

Stakeholders play a crucial role in the successful initiation and completion of a project. For this reason, we will collaborate with the following stakeholders to develop and gather projects requirements:

- **Staff & Faculty:** Faculty and Staff members will share their knowledge of what's most important on the site, what they think should be modified, and will give us feedback as we move forward.
- **Missouri S&T Web Team/IT Support:** This group will help with the technical side—provision of servers or visual machine that would host the site. Assist in carrying out vulnerability, assessment, and penetration testing and access control before hosting rebranded site.
- **Missouri S&T Cooperate communication team/Brand Custodians:** They will provide us with all the required color pantone for user interface design.
- **Students/GTAs:** These are the target and primary users, so their input will be key to making sure the site provides the type of information they look forward to.
- **Project Manager:** As the manager of the project, I will make sure everything is moving forward, timelines are adhered to, and feedback are provided and deliverables met.

The project will use Agile Methodology because of its high iteration level, flexibility, and works well for web development projects, where requirements might change as we go. Agile enables continuous feedback, so if something is not working, we can tweak it without going back to the

drawing board. The project team can handle work in small, manageable chunks, follow-up with stakeholders, and adjust as needed to ensure the final product fits the business needs and goals.

## **2. Project Scope**

This is the work done to make sure the requirements are delivered as specified in the document. This project scope will include the following:

- a rebranded design that is modern and intuitive, this will ensure users can find what they are looking for easily.
- for ease of navigation, reorganize content for new and prospective students.
- accessibility features so everyone, regardless of ability, can use the site comfortably.
- integration of a content management system (CMS) to the front end to make it easy for departmental staff to keep content up to date without any programming skills.

**The following will not be included in the scope:**

- Modification of existing brand and color pantone.
- Database remodeling, and mounting of new servers.
- Continuous site support and maintenance after rebranding and deployment.

### **Deliverables**

- Standard reorganized and fully functional website that works well, meet usability and accessibility standards.
- Good aesthetic, user friendly interface, and interactive CMS dashboard where staff and faculty can easily update contents.
- A final report for the Project.

**The Project will hold the following assumptions and constraints:**

- We are assuming that the current URL will work well with the redesigned and modified site.
- We are assuming once the project kick starts, there will be minimal, or no new requirements given the constraints of limited budget and resources.
- That departments faculty and staff respond in timely manner to request irrespective of their busy schedules.
- We will need to work within the available budget.

## **3. Work Breakdown Structure**

The project will be broken down into the following smaller and manageable steps to ensure actions are clear to all:

- Project initiation and kickoff meeting with stakeholders.

- Evaluation and auditing of existing website by project team to enable us to understand where we need update and what needs to be done.
- Requirement gathering with all stakeholders through meetings and interviews
- Technical design and creation for the proposed sites.
- Update Content in line with requirements, easy navigation, and accessibility.
- Technical development and design of website to ensure it meets usability, mobile, and accessibility features.
- Testing and Pilot: Conduct overall usability testing on site to make sure it is easy to use and conforms with accessibility W2 accessibility guidelines.
- Remediation of technical issue identified during the pilot test.
- Go-Live of Project
- Closing, sign-off and handover meeting

#### 4. Project Schedule

Phase	Timeline	Milestone
Project Kick-off	1 days	Define project goals
Evaluation and Audit	1 week	Assessment and feedback gathering
Requirement gathering	1 week	Project requirement gathering
Technical design	1 week	Creation of wireframe for site
Update Content	2 weeks	Rewriting and add to existing content
Technical development	3 weeks	Incorporate usability, mobile, and accessibility features
Testing & Pilot	2 weeks	Content, usability, and accessibility testing
Bug fixing and remediation	1 week	Check all fixes
Go-Live	1 week	Deploy to life
Closing and Handover	1 day	Close project

## 5. Resource Planning and Allocation

- Project Manager: Responsible for tracking milestones and keeps project moving. Ensure regular feedback and timeline are strictly followed.
- Staff & Faculty: Responsible for provision of feedback and support where necessary.
- Missouri S&T Web Team/IT Support: Group of two people that handles site rebranding and code development
- Missouri S&T Cooperate communication team/Brand Custodians: Group of two responsible for content update, maintenance of brand color, and provision of feedback where necessary.
- Students/GTAs: Group of two responsible for testing and feedback as needed, aligning with Agile Methodology.

## Project Technology and Tools

The project will be executed using the following tools and technology:

- Agile Project Management Methodology
- Project Chat
- HTML for web design and development
- Canva and Figma for UI/UX design
- Email, Microsoft Teams, and Zoom for project communication and coordination
- WAVE for testing of web accessibility.

## Budget

The project will work within a lean and limited budget of \$750. Since this is a student led project, it is assumed that we will be leveraging mostly on the already existing free resources provided by the School.

Item	Cost Estimation	Remark
Canva & Figma	NA	Free versions available through the School
Email, MS Teams, and Zoom	NA	Free versions available through the School
License for hosting site	NA	Site hosted already
WAVE	NA	Web accessibility evaluation tool

## **6. Risk Management Plan**

We do not anticipate major risks during the execution of this project. However, below are some potential risk:

Potential Risk	Mitigation Plan
Technical Issue during deployment and setup	Carry out multiple iterations at each phase to detect and fix issues on time. Also, working with experienced developers will prevent such from occurring.
Usability and Accessibility Issues	Use of credible testing tool like WAVE to ensure this is spotted early. Also, early iteration will help address potential issues as they arise.
Delayed approvals and change management issues.	This is why we introduce a project charter to secure early and blanket approvals for potential delays. With Agile, we assume such bottlenecks will not be a problem

## **7. Communication Plan**

The Agile Methodology allows regular stand-up meetings to ensure frequent communication and feedback. We will provide weekly progress reports and updates via emails. Feedback will be shared bi-weekly through stand-ups and Zoom meeting when necessary. For real time collaboration, hourly updates and adjustments will be provided via Microsoft Teams group chat as needed. If it becomes critical, the project manager may call for stakeholder briefing or engagement session to keep everyone up to speed on milestones and action items.

## **8. Quality and Success Criteria**

The project for the redesign and overhauling of the Department of English and Technical Communication website will be considered successful if the site meets accessibility and usability standards. New and prospective students are able to navigate and find information they need on time. All requirements set before the commencement of the project are met and business case justified with the investment of resources and time.

To maintain quality standards, we will ensure the redesigned site meets WCAG 2.1 accessibility standards and guidelines. Staff and faculty can access information quickly. Contents are easy to find, concise, understandable, and optimized for mobile and other devices. Site will be protected and secured from malicious attacks.

## **Key Performance Indicators**

Success will be measured through positive feedback and high ratings from project stakeholders and visitors, a significant lower bounce rate compared to previous site, and high usability and accessibility test scores.

### **9. Change Management Plan**

Change Management approval will be incorporated into the project charter from the initiation phase, even though we do not see this happening given the methodology we are using. With Agile, iteration and changes will be implemented at every stage of the project if needed, except for major changes that could impact the entire project phase. Such changes will require stakeholder engagement and management buy-in before being implemented. They will also be a plan for rollback in place to address deployment failures or unforeseen circumstances.

### **10. Conclusion**

With Agile, we keep every process flexible and responsive to user feedback and metrics. This ensures requirements are met as quickly as possible. The project goal is to create a working website for everyone in the Department of English and Technical Communication. Through careful planning, collaboration, and execution, we are assured the new site will be a great success and make a meaningful impact for the department.

## **Project 3: DTI project implementation**

### **Internal Memo**

**From:** Tom, Senior Manager

**To:** DTI Project Team

**Date:** March 02, 2025

**Subject: Mid-Project Update on DTI Project**

#### **Background**

The DTI project focuses on reorganizing how projects are conducted within the organization. We have reduced the use of automated approaches by approximately 25% in favor of participatory methods having spent three (3) Months on this project. DTI team members have shifted toward a collaborative design approach that engages both customers and staff. At this stage, our efforts are focused on refining our interactions and ensuring that our multimedia content meets emerging standards.

#### **Progress Made Midway Against Performance Metrics**

Operational efficiency has increased as more content is produced through collaborative, face-to-face approaches. The average documentation and production time improved by 11% at the midway point and is expected to continue improving as the project progresses. A comparison of customer satisfaction ratings and feedback after the project commenced shows a marginal increase in the customer rate index compared to previous ratings. Additionally, there has been a slight increase in revenue generation and content adoption by 3%. As the project advances, we anticipate that growing customer confidence in our services will further boost the bottom line.

#### **Identified Issues, Actions, and Way forward**

Our team anticipates that adjustments to face-to-face collaboration will initially encounter some resistance from staff reluctant to adopt the new approach for professional collaboration and teamwork. However, staff are gradually showing increased interest in in-person interactions, which suggests that we are on the path to gradual success. At the same time, we remain concerned about minor variability in DTI adoption measurements. To address this, we plan to incorporate additional training on adoption techniques and quality assurance checks during the remaining phase of the project. We will tackle these challenges over the next milestone, continuing to refine our adoption processes across the organization and increasing engagement with both internal and external stakeholders. Regular monitoring of these KPIs will remain integral as we move toward project completion.

Sincerely,

Tom

## Internal Memo

**From:** Tom, Senior Manager  
**To:** DTI Project Team  
**Date:** March 02, 2025

**Subject: Final Project Update on DTI Project**

### Background

As the DTI project nears completion, our team has successfully reengineered the imaging and content production processes. By shifting from automated to participatory design approaches, we have enhanced both the technical quality of our DTI data and the relevance of our multimedia outputs. The revised protocol has been validated internally and shows promising signs of external adoption during the final three months of this project.

### Evaluation of Key Metrics

Assessing our operational efficiency, we have optimized our workflow so that our average meeting time has dropped to 28 minutes well below our 30 minutes target which has significantly increased our output. In terms of customer satisfaction, surveys and feedback scores indicate that users are highly pleased with the improved quality and faster turnaround of our content, affirming that our efforts to refine our processes are meeting user expectations. Moreover, our financial analysis shows that the enhanced quality and efficiency in creating and delivering our multimedia content have translated into a measurable revenue uplift, demonstrating the tangible monetary value of our work relative to the revenue generated.

### Achievements and Lessons Learned

We have made great strides by adopting a more collaborative approach. Not only has this shift improved our technical outcomes, but it's also brought our team and our stakeholders closer together. We have streamlined our workflow by refining collaboration and post-processing steps, which has significantly improved the consistency of our data. Our proactive engagement with external partners has paid off—our approach has even been formally adopted by partner institutions, demonstrating its positive impact. Although we have met many of our goals, we recognize that there is always room for improvement.

### Conclusion

The DTI project has achieved its core objectives: establishing a robust and collaborative protocol through innovative participatory design. The positive trajectory of our key metrics reflects our ability to balance time, cost, and performance constraints effectively. Moving forward, these insights will inform further refinements and broader clinical implementations, ensuring the long-term impact of our work.

Sincerely,  
Tom



# Contact Me



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