

Contact

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(LinkedIn)

Top Skills

Retrieval-Augmented Generation (RAG)

Artificial Intelligence (AI)

Low-Code Development Platforms

Certifications

Licensed Agent - Life Insurance and A&S Insurance

IT Infrastructure Library Certification

WHMIS 2015

Worker Health and Safety Awareness in 4 steps

Certified Scrum Professional®-ScrumMaster

Ibe Nwandu MBA, PMP, ITIL, PSM

Experienced Customer Experience Manager, Business Systems Analyst, and Project Manager

Canada

Summary

Seasoned Business Analyst and Project Manager with over 20 years of cross-industry experience spanning telecommunications, consulting, mining operations support, and SaaS. I bring a unique blend of strategic insight, hands-on delivery, and expertise in integrating emerging technologies—especially AI—to solve complex business problems and drive sustainable impact.

I have successfully led and supported large-scale initiatives involving process optimization, workflow automation, CRM/ERP system integrations, AI-driven dashboard design, and regulatory compliance across multiple domains. From transforming customer service operations at scale to enabling data-driven decision-making with generative AI and low-code tools, I focus on translating user needs into actionable, high-impact solutions.

Key strengths include:

Customer Experience Management & Service Delivery: Proven success leading customer experience transformation initiatives, contact center optimization, and VOC analysis to improve retention, satisfaction, and operational performance. I have directed national CX programs and launched digital self-service platforms aligned with business KPIs.

End-to-end Business Analysis & Requirements Engineering: Skilled in eliciting, documenting, and validating requirements across cross-functional teams. I have improved system functionality and service delivery for enterprise platforms including Microsoft Dynamics 365 and bespoke telecom solutions.

Project & Program Delivery: PMP-certified with hands-on experience managing Agile, Scrum, and hybrid projects, including AI adoption initiatives and digital transformation programs across customer experience, billing, and network operations.

AI, Automation & Data Analytics: Leveraging frameworks like OpenAI SDK, crewAI, LangGraph, and Autogen, I've designed intelligent agents and workflows that automate manual processes, improve testing, and optimize supply chain operations.

Quality Assurance & Testing: Deep background in UAT, smoke testing, regression testing, and QA automation. Proven ability to align quality initiatives with business outcomes, enhancing both user satisfaction and system performance.

I am passionate about continuous improvement, stakeholder collaboration, and bridging the gap between business needs and technology capabilities. I thrive in dynamic environments where I can lead teams to deliver measurable outcomes and drive value from innovation.

Experience

Expertedge Consulting Group (ECG)

Business Analyst

October 2023 - Present (1 year 10 months)

Ontario, Canada

Led end-to-end requirements gathering and developed user stories and use cases to ensure project scope aligned with business objectives and stakeholder expectations. Leveraging Agile methodology, I drove project milestones and enhanced overall efficiency by 15%. Through persona creation and business process modeling, I improved customer insights and decision-making. Additionally, I facilitated training sessions that supported change management, increasing user adoption by 10%.

airtel

Regional Analyst

June 2021 - October 2023 (2 years 5 months)

Developed and executed customer engagement strategies that increased satisfaction by 10% and retention by 5%. Using advanced data analysis,

I created targeted marketing campaigns that drove a 25% sales increase. Conducted competitive analysis to recommend strategic initiatives, maintaining Airtel's market position. Collaborated with product development teams to define non-functional requirements, ensuring system scalability and performance.

VasHub Services

Senior BA/Project Manager

April 2018 - June 2021 (3 years 3 months)

Prioritized key business requirements to enhance CRM functionality, resulting in a 20% boost in user satisfaction. Conducted ROI analysis to allocate resources effectively, achieving a projected return of over 30%. Developed KPI dashboards to streamline processes, reducing bottlenecks by 15%, and performed root cause analyses to implement corrective actions, driving a 10% increase in operational efficiency.

ntel

GM, Customer Experience Management

August 2015 - March 2018 (2 years 8 months)

Managed the end-to-end delivery of an Omni-channel call center, from RFP to go-live, boosting customer engagement by 20%. Led workshops to create business capability maps, strengthening organizational knowledge and process alignment. Analyzed customer feedback to pinpoint pain points, driving a 15% increase in satisfaction, and developed customer journey maps to identify improvement opportunities across key touchpoints.

airtel

13 years 9 months

Process Analyst/QA Tester

April 2013 - July 2015 (2 years 4 months)

Led a customer journey mapping initiative that boosted satisfaction by enhancing user experiences. Analyzed and streamlined business processes, improving productivity by 12%. Successfully managed a seamless data migration from a legacy billing system to a new platform, maintaining full productivity throughout the transition.

Regional Head, Customer Service Delivery

February 2011 - March 2013 (2 years 2 months)

1. Customer Service and KYC
2. Communication and Stakeholder Management

3. B2B Sales and Performance Management

Lead Analyst, Customer Operations

March 2008 - February 2011 (3 years)

1. Complaint management and process improvement
2. Technical support (levels II& III)
3. Team leadership
4. Data analysis and Reporting

Systems Analyst, Billing and CRM

November 2001 - March 2008 (6 years 5 months)

1. Configuration of bill cycles and call rates in the Unix billing system.
2. L3 Technical support for CRM users
3. Month-end bill run and invoicing.
4. Administration of Mediation Server

Emis Telecoms

Billing System Administrator

April 1998 - October 2001 (3 years 7 months)

Nigeria

Billing system administration

Billing queries resolution

GLAXO SMITHKLINE CONSUMER NIGERIA PLC

Sales Representative

January 1997 - March 1998 (1 year 3 months)

Nigeria

Sales and Marketing

Merchandising

Stakeholder management

Education

The University of Manchester

MBA, Management Engineering

Lagos Business School

Strategic Business Leadership

Project Management Institute

Project Management Professional (PMP), Project Management

University of Lagos

Bsc

Lagos Business School

General Management