

Joseph Azike

josephazike1@gmail.com

647-705-9684

Project Management Professional and Agile Certified Practitioner

- A servant leader with 10+ years' project management experience delivering IT transformation initiatives serving as Program Manager, Project Manager, Agile Coach, Scrum Master, Implementation Lead, Product Owner, Business Analyst, and Project Coordinator in Technology and Enterprise Business process implementation projects whilst collaborating with some of the world's largest business and technology companies.
- Constantly contributed to portfolio assessment and formulated time-boxed strategic business goals to align with the organization's overall strategy, with a focus on achieving measurable outcomes
- Proponent of enterprise agility using SAFe (Scaled Agile Framework)
- Experienced managing key stakeholder expectations and delivering large-scale enterprise IT projects with geographically distributed delivery centers using both project and people management skills.
- In-depth understanding of SDLC, Development Technologies, Data Centre, Network and Server Architecture, and project delivery methodologies such as Scrum, Waterfall, Kanban, and Extreme programming (XP).
- Strong in implementation delivery using Agile and waterfall methodologies.
- Experience deploying enterprise applications, Network Infrastructure upgrades, migrations, and cloud technology deployments such as Amazon AWS, Microsoft Azure and Oracle Cloud.
- An exceptional negotiator with ample experience and skills in Schedule Management, Risk Management and Forecasting
- Experience in cost optimization, believer of continuous discipline to spending, and cost reduction while maximizing business value.
- Demonstrated ability to partner with customers to achieve their goals while advancing business opportunities.
- Cumulative experience of managing and supporting in excess of over \$35M project budget.
- Experience working with tools to develop and manage project planning, scheduling, budget and cost forecasting, scope, risk, and change management.
- Ability to build strong relationships in highly matrixed environments and managing 3rd party vendors or partners.
- Excellent interpersonal, presentation, facilitation, communication and strong leadership skills.
- Proficient in MS Project, MS Excel, ServiceNow, Salesforce, MS Word, Visio, PowerPoint etc
- Proficient with team collaboration tools such as Slack, WebEx, Microsoft Teams, Sharepoint, Jira, Confluence, Miro etc

Professional Certification

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| • Project Management Professional (PMI-PMP) | Credential ID: 3387435 |
| • Agile Certified Practitioner (PMI-ACP) | Credential ID: 3392227 |
| • Risk Management Professional (PMI-RMP) | Credential ID: 3435210 |
| • Professional Scrum Product Owner II (PSPO II) | Credential ID: 1055202 |
| • Professional Scrum Master II (PSM II) | Credential ID: 1014264 |
| • SAFe 6.0 Scrum Master (SSM) | Credential ID: 43497073-6105 |
| • Google Data Analytics Professional Certification | Credential |

Professional Experience

Hyperlink Infosystem, Toronto ON

Apr., 2019 - Date

Sr. Agile Project Manager – Simultaneously serving as a Scrum Master for three cross-functional and geographically dispersed Scrum Teams, I actively drive the relentless development, deployment, and integration of multiple digital products. This role involves direct engagement with clients, alongside my collaboration with the Product Owner, and coordination with business managers to consistently

exceed project objective. I take proactive stance in ensuring agility, transparency, adeptly mitigating challenges, proactively monitoring risks, and strategically exploiting opportunities, all while assisting in nurturing client relationships.

- At various phases, I ingrained the tenets of the Agile Mindset by leveraging frameworks such as Scrum, Kanban, Lean and SAFe, aiming to enhance the teams efficiency and overall productivity
- Played a vital role within the team responsible for overseeing the comprehensive customization and implementation of an ERP system for a provincial parastatal
- Coached and mentored team members on Agile principles, values and practices to improve team collaboration and productivity
- Conducted Scrum ceremonies including Sprint Planning, Sprint, Daily Stand-up, Sprint Review and Sprint Retrospective to ensure team alignment and delivery of high-quality products
- Facilitated the implementation and optimization of CI/CD pipeline, collaborated with DevOps teams to streamline software delivery processes, enhance agile practices and optimize flow
- Utilized tools such as Jira, Confluence and Miro to manage the product backlog, track progress and facilitate collaboration
- Assisted the Product owner in facilitating effective communication and collaboration between the developers and stakeholders to uphold transparency while ensuring product delivery meets customer needs
- Implemented improvements elicited during retrospectives to the team's process and practice to drive continuous improvement
- Tracked, communicated and optimized the flow of value by staying atop of both Scrum and Kanban metrics like sprint velocity, Sprint burnup, Sprint Burndown charts, CFD, Cycle Time, WIP, Flow Load etc.
- Support product owners in gathering and validating requirement, decomposing epics into user stories and backlog creation and continuous grooming

Canadian Imperial Bank of Commerce (CIBC), Toronto ON

Jan., 2016 – Apr., 2019

Senior Project Manager – Managed the delivery of multiple enterprise application development, migration, integration, and deployment projects aimed at accelerating customer onboarding and improving user experience within the traditional and digital banking business-impacting millions of customers across 200+ banking centers globally.

Project: Consumer Lending Upgrade, Migration and Automation:

- Successfully managed the SDLC of the automation of the retail lending process from credit origination to credit collections.
- Managed a team of 20+ team responsible for 8 workstreams from Developers, Quality assurance, Systems, and functional testing of the solutions for business readiness and application reliability pre and post-production cut-over.
- Led a team of trainers to conduct user training across 204 branches and saved over 80% of the training budget with an innovative online training approach.
- Manage project budget in excess of \$3M and ensuring cost optimization is implemented where necessary thereby making about 20% savings on the overall project budget.
- Building and sustaining relationships, managing expectations, communications, escalations, and feedback with executive sponsors, teams, vendors, and third-party partners.
- Developed and maintained project plans, identify project risks and issues, oversaw project and critical path deliverables, and managed remediation of project issues, conflicts, and dependencies.
- Responsible for communicating and publishing weekly, bi-weekly, and monthly project status reports.
- Managed the successful integration of 21 third-party applications with the upgraded legacy application by executing processes such as requirement identification, solution and design, and process definition.

Project: Digital Banking Applications Deployment:

- Carried out a review of the existing technology infrastructure of the Bank and articulated the technology implications of proposed digital initiatives.
- Developed the project plans for the digital transformation Program and effectively executed the plan throughout the life of the

program.

- Collaborated with the different LOBs to develop project blueprints, business process flows, and Application TCO analysis for the proposed digital solutions.
- Facilitated solution architecture design workshops with the development team in order to give clarity to business owners and the project team (QA, Business Analyst, software engineers) on the solution deployment.
- Facilitated partnership between the product and technology teams to understand and articulate product visions, end user impacts, business stakeholder value, system dependencies and technological processes.
- Led the team that delivered the migration of legacy application/infrastructure to the upgraded and improved technology.

Adastra Corporation - Toronto ON

Mar. 2011 – Dec. 2015

Project Manager – Engaged as a project lead and later project manager of a multi-year program managing a 10+ project team, delivering network infrastructure and supporting application upgrades and migration projects impacting services across North America, Europe and Asia Pacific (APAC), aimed to improve Adastra’s overall Global Network Performance, Security, and Service availability.

Projects Delivered – Network Infrastructure Cleanup, Datacentre migration, Application automation, Cloud security remediation, Switch and storage upgrade, AWS Direct Connect, Microsoft Express Route, ServiceNow Upgrades and Infrastructure decommissioning.

- Leading the delivery of multiple projects either to launch new products, migrate from legacy, or upgrading the existing technology infrastructure to improve service availability, stability, and security of technology platforms.
- Turned around a year-long “Red Engagement” to “Green” within a short period of time by successfully managing multi-geography delivery centers, aligning teams, and setting up a governance structure for central reporting and tracking.
- Managing project integration, scope, schedule, cost, quality, resource, communication, risk, procurement, and stakeholder management.
- Engagement with all the internal stakeholders of the program (Development, QA and UAT Manager, Business and operations Team, Product team, CIBC Executives, Steering committee)
- Presenting project implementation cutover/migration plan to the Enterprise Change Advisory board (CAB) and Technical Advisory Board (TAB) for Change management approval prior to proceeding with a cutover within the approved cutover window.

CltiBank, London, United Kingdom

Jan. 2008 – Feb., 2011

Business Analyst & Project Coordinator

- Supported the program director in collecting and understanding the business requirements, and identifying and completing the process dependency mapping while working closely with the cross-functional project team.
- Supported in the UAT process by logging, updating and tracking project issues on JIRA.
- Maintained consistent communication channels between business units and technology teams through regular status updates and feedback to Project Managers and Project Owners.
- Maintained the risk register by identifying the risk in the entire project life cycle as well as tracking the RAID log items to closure.

Academic Education

- Bachelor of Science in Economics (BSc) from BI University

Volunteer Engagement

- Marketing Project Manager with Channel Impact:

June 2023 – Nov. 2023