

# Stephen Dornu Dugbartey

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## IT Auditor/Risk Analyst/GRC Analyst/Information Assurance Analyst

<b>Professional Profile</b>	<p>A curious individual with more than ten years' experience in the financial sector, actively serving as the first line of defense with a great understanding of risk-exposed processes that are executed by people and supported by appropriate technology. As a result, the corporate assets and information resources are secured through maintaining their confidentiality, integrity and availability in giving reasonable assurance and delivering maximum value to the organization.</p>
<b>Working Experience</b>	<p><b>Commercial Relationship Manager; Fidelity Bank Ghana Ltd, Accra – Ghana [Jan. 2021 – Aug. 2023]</b></p> <p><b>Duties:</b> Establishing new commercial relationships for the bank and managing together with existing customers to deliver portfolio quality, maximum income growth, expected portfolio size growth and minimal attrition.</p> <p><b>Achievement:</b> Within almost three years, I created value by doubling the deposit portfolio size from GHS 16 m (CAD 1,600,000) to about GHS 31 m (CAD 3,100,000), tripling the loan book, exceeding profit targets and maintained portfolio quality through building adequate relationships with customers.</p> <p><b>Transferable Skills:</b> Credit risk analysis and financial analysis skills acquired in credit memo writing can be applied in identifying potential risks and vulnerabilities within the organization's operations, processes, and systems, conduct risk assessment and develop strategies to mitigate likelihood of identified risks and potential impact.</p> <p><b>Personal Banker; Fidelity Bank Ghana Ltd, Ashaiman – Ghana [April 2015 – Dec. 2020]</b></p> <p><b>Duties:</b> Manage personal accounts portfolio that produces maximum income, maintains portfolio growth and reduces attrition to create value for both bank and customers while being the first contact to receive various customers' request for quick resolution within the various service level agreement (SLA).</p> <p><b>Achievement:</b> Collaborating with other departments, I applied ultimate due care and diligence as the first line of defense in receiving, processing, sharing, and discarding customer's information in compliance with the Bank of Ghana regulations. These actions have saved the bank from possible damage which could have occurred through possible data breaches.</p> <p><b>Transferable Skills:</b> Transferring my ability to liaise with various departments as a first line of defense within the organization to monitor and manage activities and processes in detecting deviation and maintaining effectiveness of controls while maintaining regular risk and compliance collaboration.</p>

	<p><b>Business Client Advisor; ProCredit Saving and Loans, Tema – Ghana [Feb. 2013 – March 2015]</b></p> <p><b>Duties:</b> Acquisition of small clients with credit needs, performing credit risk analysis, support in decision and maintaining adequate credit records of clients from acquisition to exit.</p> <p><b>Achievement:</b> I created a loan portfolio from scratch and maintained no arrears for about a year through professional and educational value creation relationships with my semi-literate customers using adequate client management techniques.</p> <p><b>Transferable Skills:</b> Personal initiative of creating simple financial literacy programs with semi-literate small business owners can be applied in developing and delivering adequate awareness, training, and educational programs compliance culture across the organization.</p>
<b>Education</b>	<p><b>Ongoing (To complete by April 2025)</b>  <b>Master of Information Systems Assurance Management</b>  Concordia University of Edmonton, Alberta – Canada</p> <p><b>Program Objective:</b></p> <ul style="list-style-type: none"> <li>• To be able to evaluate an organization's IT policies, standards, procedures, frameworks and assess various risk operationally related to information systems for auditing, assurance and risk management.</li> <li>• To assess revenue, expenditures and cash conversion cycle control gaps.</li> </ul> <p><b>2011</b>  <b>BSc Administration (Finance Option)</b>  University of Ghana, Legon – Ghana</p>
<b>Certifications</b>	Working towards writing the CISA exams by June 2025
<b>Skills and Competence</b>	<ul style="list-style-type: none"> <li>• Excellent first line of control experience</li> <li>• Fair knowledge of industry frameworks and standards – NIST CSF</li> <li>• Positive interpersonal and excellent team playing abilities</li> <li>• Effective organizational skills in working independently to meet deadlines</li> <li>• Strong verbal and written communication skills in English</li> <li>• Strong analytical and creative problem-solving abilities</li> <li>• Strong MS Office skills – Word, Excel, PowerPoint, and Outlook</li> <li>• Fair knowledge in industry technologies – CaseWare IDEA</li> <li>• Ability to research</li> <li>• Able to meet all physical demands – climbing, bending, lifting, and unusual temperatures</li> </ul>
<b>Languages</b>	English – Fluent
<b>References</b>	To Be Provided Upon Request