

# ANIJEKWU, CHUKWUEBUKA A, [B. ENG, COREN, MBA, ITIL, PRINCE 2]

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## Personal statement

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With right mix of technical, business, and financial experience, I have consistently maintained effectiveness with the communication and coordination of cross functional team, ensuring flawless execution of projects, maintenance of digital platforms / support services and end to end product design/business analysis.

## Education

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### Lagos Business School, Lagos State, Nigeria

April 2021 – June 2021

- Product Development for Digital Financial Services

### Nnamdi Azikiwe University, UNIZIK Business School, Anambra State, Nigeria

Sept. 2016 – Dec. 2018

- Master of Business Administration in General Management (**Project Management**)

### Nnamdi Azikiwe University, Anambra State, Nigeria

Oct. 2004 – July 2009

- Bachelor's degree in Electronics and Computer Engineering [B.Engr.]

## Experience and Achievements

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### IT Project Manager, First Bank Nigeria Limited

March 2022 - Present

#### Achievements and responsibilities:

- ❖ Diligent Project Manager offering a proven record of success, leading all phases of complex technological infrastructure project delivery; with mix of engineering/technological and business finance experience to produce high quality deliverables that meet or exceed set targets for the project constraints (time, cost management/control, quality, benefit realization plans and measurements, risk identification / mitigations.
- ❖ Moved between agile and waterfall approaches during implementations depending on the project specifics and client's goals, creating detailed project road maps, plans, schedules, and work breakdown structures.
- ❖ Coordinated with systems partners/scrum team to finalize designs and confirm requirements, focused teams on the core values and business objectives and tracked progress to ensure project milestones were completed on time, budget and quality.
- ❖ Carried out series of post implementation performance reviews (and gap analysis) with the cross functional stakeholders to monitor performance and ensure platform stability.

**Achievements and responsibilities:**

**Agent Network Management & Channel Support:**

- ❖ Oversee the execution of a bank-wide robust agent on-boarding process (agents' selection, agents' business pitch, document validation, branding of agent's location, Agent's training, and provision of business devices) in compliance with set out regulatory guidelines.
- ❖ Centralized performance monitoring of over sixty support/field officers as well as over 100k agents, incidence management and channel support for efficiency & effectiveness.

**Channel & IT Project Management:**

- ❖ Excellent coordination and collaboration of cross functional team to define vision, scope, and requirements. Proactively collaborates with retail communications team for Go-to-Market communication (Internal & External) prior each end of project implementation to drive channel adaptability.
- ❖ Superintends on corporate wide projects as a Subject Matter Expert, Business Analyst or Project Manager for upgrades or changes to agency banking channels / platform.
- ❖ Conducts post implementation performance reviews to identify gaps, and suggest process improvements, then executes approved changes successfully for continuous service improvement
- ❖ Successfully prepared series of approved business requirement and specification documents, test scripts for tests (functional, UAT etc).

**Risk Management and International Partnerships:**

- ❖ Successfully developed the agents risk assessment scheme and approved standard operating procedures for the agent network management processes in order to ensure compliance with established standards and regulations (for fraud control).
- ❖ Development of processes / structures for seamless partnership with international organizations / donor organizations (Recently concluded program with WFP, Dangote Foundation, USEDf, Lagos State Government Employability Trust Fund (LSEDF), Bills & Melinda Gates) for disbursements and financial inclusion.

**Reporting & Analytics:**

- ❖ Provided series of performance reports and analytics (Count. Volume and Revenue) using key excel/analytical functions: pivot, look up, table arrays, nested formulas.
- ❖ Analyse and interpret customer behaviours and patterns to increase retention.
- ❖ Monitors and documents service disruptions for the purpose of impact analysis and escalations using special analytical functions (excel/SQL).
- ❖ Review daily Agent's transaction status reports (POS and Mobile apps agents) to identify reasons for failures and ways to avoid them

## **Enterprise IT Project Manager, Diamond Bank Plc, Head Office, Lagos, Nigeria**

Oct. 2012 – Mar. 2019

### **Achievements and responsibilities:**

- ❖ Diligent Project Manager offering a proven record of success, leading all phases of complex technological infrastructure project delivery; with mix of engineering/technological and business finance experience to produce high quality deliverables that meet or exceed set targets for the project constraints (time, cost management/control, quality, benefit realization plans and measurements, risk identification / mitigations.
- ❖ Moved between agile and waterfall approaches during implementations depending on the project specifics and client's goals, creating detailed project road maps, plans, schedules, and work breakdown structures.
- ❖ Coordinated with systems partners/scrum team to finalize designs and confirm requirements, focused teams on the core values and business objectives and tracked progress to ensure project milestones were completed on time, budget and quality.
- ❖ Carried out series of post implementation performance reviews (and gap analysis) with the cross functional stakeholders to monitor performance and ensure platform stability.

## **Terminal Maintenance (Computer & Instrumentations), Nipco Oil and Gas PLC, Head Office, Gate 1, 15,17 Dockyard Road, Apapa, Lagos.**

Feb. 2008

### **Achievements and responsibilities:**

- ❖ Maintenance of Computer systems and Campus Lan
- ❖ Truck Loading Farm/Terminal Instrumentation monitoring/maintenance.

## **Professional Licences, Skills and Certifications**

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- ❖ Excellent Incident and Project Management skills (Prince 2 and ITIL V3 Certified] **Sept. 2018 & April 2016**
- ❖ Proficiency in all areas of Microsoft Office and Data Analytical tools (TL SQL) **August 2021**
- ❖ Excellent Customer Relations, Mentoring and communication skills.
- ❖ Product Design / Management and Excellent digital channel support/management
- ❖ Licensed Professional Nigerian Engineer (COREN registered & NSE/IEEE Member) **December 2018**

## **References**

(References are available upon request.)