

Bukola Bamidele-Aina
PMP, CSPO, CSM
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Summary:

- I am a highly motivated and results-driven project manager with years of experience in successfully managing projects from inception to completion. I possess excellent leadership, communication, and problem-solving skills, which have enabled me to manage projects across various industries. I have a proven track record of delivering projects within budget and schedule, while meeting the required quality standards. As a Certified Project Manager and Scrum master I have also integrated Agile methodologies in Hybrid projects, delivering success through the SLDC process.

Project Types:

- COTS, CRM Implementation, Payments Solution, Cards Processing and Issuance, Process Improvements, and Testing

Skills:

- Project planning and management
- Project Management (waterfall).
- Team management and leadership
- Relationship Management and Story Development.
- Risk and issue management.
- Project Status Reports (Burndown charts, Avg. Velocity).
- Great communication and negotiation.
- Problem-solving and decision-making
- Stakeholder management and communication
- Agile frameworks/Scrum/Kanban.
- Change Management (Planning and IT oriented tools)
- Application life cycle Management

Technical Skills:

- Jira/Confluence/Spreadsheet/MS Project/MS Visio/Asana/Office365 suite/Microsoft word/Advanced Excel

Education:

- Bachelor of Science (Hons) in International Relations from Lead City University, 2010.
- Master of Science (MS IT Management) Western Governors University 2022- Ongoing.

Certifications:

- Project Management Professional - Project Management Institute, 2022
- Accredited Project Manager Certification - International Organization for Project Management (104PM), 2022
- Project Management/Scrum Certification - Skill hat Institute, 2022
- Certified Scrum Master - Scrum Alliance, 2022.
- Certified Scrum Product Owner - International Scrum Institute, 2022

Professional Experience:

(Software Guidance & Assistant)

Citi Bank

March 2022 – Till Date

Technical Project Manager

- Responsibilities:** Working on Project with vendors request under the (Card Issuance Department} Visa, Master cards and so on.
- Communicating with various departments to keep everyone on board about any changes to the project plan.
 - Developed a project life cycle for the technology group including, project tracking/reporting using MS Project, budget & cost management, IT governance and defining roles, and responsibilities, and restructuring the group to support the development, Quality Assurance (QA), and production support services teams.
 - Tracked, escalated, and removed impediments daily to allow the team to deliver on the goals and deliverables.
 - Managed all aspects of change execution which includes Deliverables, Financials and Vendor management, Workforce management, Quality Assurance, Communications, and senior-level Reporting and Governance.
 - Monitoring and reporting on key project milestones and mitigation action on risks and issues.
 - Aided the numerous weekly and monthly status report elements including steering committee personnel, budget representatives, and progress reporting.
 - Working with NAQE/FD CORE to get test accounts keyed.
 - Reviewing accounts against DQ/PSG in mainframe or FD greenscreens.
 - Working with submitting test requests to vendors.
 - Making a proper Save of reports from vendors (BOM, JCL, Exceptions, inventory)
 - Uploading documents into SP (scan approvals, test scripts, production validation scripts).
 - Successfully working on reviewing physical output and scanning for better delivery.
 - Creating and working on production validation scripts.

TruGreen Services, TX
Project Coordinator/ Scrum Master

January 2021 - March 2022

Responsibilities: Developed a robust CRM application to manage customer relationships, requests, and delivery

- Helped to develop a robust CRM application to manage customer relationships, requests, and delivery
- Fostered positive relationships with partners, business units, and teams to help manage impediments as seen by the groups.
- Communicated with all stakeholders throughout project life cycles, keeping them informed about project progress, reports, issues, and milestones.
- Maintain accurate and up-to-date customer records
- Participate in customer success initiatives and projects
- Effectively facilitated meetings (daily standup to gather information data to analyze, create and monitor inquiries through the CRM portal.
- Responded promptly to customer inquiries.

Grace Enterprise, Katy TX
Project Manager

April 2019 - December 2020

Project Scope: The project included the implementation of a brand-new payment solution (Square) and its integration into other systems.

Responsibilities:

- Lead project teams in the successful completion of projects, ensuring that they are delivered on time, within budget, and to the required quality standards.
- Develop and maintain project plans, budgets, and schedules, ensuring that they are updated regularly and communicated effectively to all stakeholders.
- Conduct regular project status meetings with the project team and stakeholders to ensure that project objectives are being met.
- Identify, mitigate, and manage project risks and issues.
- Ensure that project documentation is maintained and stored appropriately.
- Liaise with clients, contractors, and suppliers to ensure that project requirements are understood and met.

Heritage Bank Ltd.
Project Manager

February 2016 - December 2017

Project Scope: The project includes the Processing of a payment operation system for small business scale owners.

Responsibilities:

- Manage the delivery of multiple strategic and operational projects from inception through implementation to launch
- Deliver priorities, working closely with stakeholders and project contributors in defining, scoping, and staffing new initiatives
- Design, develop, and manage project plans that account for various work streams, dependencies, and project contributors.
- Identify and manage project tasks/deliverables, assumptions, issues, blockers, and critical paths.
- Connect potential risks and dependencies across multiple projects and functions.
- Collaborate with decision-makers, stakeholders, and project contributors to minimize and mitigate project risks.
- Communicate project expectations to team members, stakeholders, and project contributors promptly and clearly.
- Effectively communicate project effort, progress, milestones, and risks on a timely basis.
- Manage project documentation and status reporting.
- Support the PMO in delivering against the approved roadmap.
- Help improve and streamline processes that enhance the team's operations and collaboration across departments.

Fidelity Bank Plc.
Project Coordinator

January 2015 - January 2016

Responsibilities:

Monitoring and analyzing customer data to identify trends and provide insights to the management team through CRM tools

- Collaborate with internal teams to identify and resolve customer issues, escalating as necessary
- Analyze customer data and feedback to identify trends and opportunities for improvement

- Develop and maintain strong customer relationships through regular communication and engagement
- Maintained accurate records of customer interactions and transactions in the company's CRM system
- Serve as the primary point of contact for customers, providing support, guidance, and solutions to their needs
- Manage a portfolio of key accounts, ensuring customer satisfaction and retention
- Monitor and analyze customer data to identify trends and provide insights to the management team