

NDUKWE KELECHI GLORIA

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PROFESSIONAL SUMMARY

An experienced business analyst with proficiency in areas of Project Management and Finance, holding a track record of successfully leading transformative initiatives bordering on loans and payment solutions, third-party API integrations, development of web and mobile application functionalities, processes and program execution.

KEY SKILL SET & EXPERTISE

- Requirement elicitation and gathering
- Business process design/improvement.
- Design of process flow charts
- Development of standard operating procedures.
- Business Documentation (BRD's, FRD's, User stories and Acceptance criteria)
- Use of Jira, Clickup, Asana, Trello, Sharepoint, Google docs, Teams, Google-meet and Slack
- API testing
- Stakeholder Management
- Use of SAGE accounting software.
- Data analysis with the use of SQL.

WORK EXPERIENCE

SENIOR I.T BUSINESS ANALYST (2022-PRESENT)

RENMONY MFB LTD • LAGOS

- Developed the backend process flow for the current 3.0 loan application system
- Defined acceptance criteria and designed the end to end implementation of instant loan product.
- Offering of project support to software developers.
- Efficient testing of API's to analyse performance.
- Coordinated key integrations with 3rd party direct debit and recovery partners.
- Use of core banking applications in analysing loan sales performance.
- Support of decision science efficiency by ensuring the integration of Provenir decision engine with the loan application system flow.
- Timely development of Functional requirement documents (FRD's) and Business requirement documents (BRD's).
- Key prioritization of projects and stakeholder management.

BUSINESS ANALYST (2022)

BIMBI PHILIPS LTD (TECH CONSULTING) • UK

- Facilitating stakeholder's workshop and requirement gathering.
- Timely computation of high-level and low-level business requirement documents.
- Timely and strategic development of use-cases, user stories and acceptance criteria for developers.
- Design and creation of process flows using Lucid chart and Draw.io
- Offering of project support to software developers.
- Efficient testing of API's to analyse performance

INDEPENDENT BUSINESS ANALYST CONSULTANT (2021)

- Designed processes for optimal operations in Midstream Foods and Beverages Nigeria Ltd
- Developed pricing and distribution techniques to solve supply and revenue collection problems at Midstream Foods and Beverages Nigeria Ltd
- Conducted needs analysis, designed processes and created marketing strategies that increased clientele base by 50% for Plexus Finance in Australia
- Research and creation of financial projections for Zotmann International Limited to aid investment decisions.
- Designed processes for Real Grant Solutions in USA.

BUSINESS ANALYST/PROJECT MANAGER (2021)

OWENS AND XLEY CONSULTS • LAGOS

- Effective leadership of the Business Process Improvement team.

- Mapping processes and designing flowcharts that defined the “As-Is”, and “As should Be” status of businesses in such a manner that captured even the tiniest detail thereby providing effective solutions and leading to client satisfaction.
- Introduced standardized method of developing standard operating procedures for Businesses maximizing time by 50%.
- Timely development of growth frameworks for organizations.
- Defined project scope, deliverables, and work breakdown structures.
- Effective use of project management tools to assign tasks leading to increased operational efficiency by 30%
- Effective execution, monitoring, and evaluation of project deliverables.
- Preparation of competitor analysis.
- Effective business consultation and preparation of consultation report.

FINANCE OFFICER (2018- 2021)

JUNIOR ACHIEVEMENT NIGERIA · LAGOS

- Prompt preparation of program budgets and financial statements
- Preparation of project cost-benefit analysis as well as tracking project budgets and expenses.
- Effective Bookkeeping functions including maintenance of the general ledger, accounts receivable, accounts payable, and payroll.
- Effective invoicing/liaising with banks and vendors while ensuring proper documentation for all financial transactions.
- Facilitation of the use of online banking in the Organization.
- Periodic Bank reconciliation and prompt reports to stakeholders and donors
- Efficient processing of statutory and benefits remittances while ensuring that all statutory remittances are met including WHT, PAYE, Pensions, e.t.c.

PROJECT MANAGER (2017)

TECH4DEV (NIGERIAN WOMEN TECHSTERS)· ONDO

- Managed projects in line with project scope and mapped out project deliverables.
- Managed and delivered reports to key stakeholders such as Microsoft and the Ondo state government accurately.
- Ensured successful coordination and training of over 200 women in embedded systems, Games development, web, and mobile development respectively. – First of its kind in collaboration with Microsoft.
- Ensured availability of project resources and safekeeping of training materials

PROJECT MANAGER (DEC 2016-SEPT 2017) - NYSC

RHEALYZ GLOBAL EMPOWERMENT INITIATIVE (RHEALYZ AFRICA) ▣ ONDO

- Conducted research on the needs of children and developed childcare projects held in rural communities with a reach of over 300 children.
- Successful organizing of school capacity attainment projects in secondary schools which involves training on leadership, entrepreneurship, sexual health, and agriculture.
- Introduction and coordination of the first street advocacy and sensitization on Child education, environmental care, and female genital mutilation for the Organization.
- Effective management of stakeholder/partner relationship

ACADEMIC QUALIFICATIONS

- **MASTER OF SCIENCE IN BUSINESS ADMINISTRATION (OPERATIONS/PRODUCTION MANAGEMENT)**
Babcock University, Ilishan-Remo Ogun State, Nigeria (2020-2022)
- **VENTURE IN MANAGEMENT (MINI-MBA)**
Lagos Business School (Pan-Atlantic University), Lekki-Epe Express Way, Lagos, Nigeria · 2020
- **BACHELOR OF SCIENCE (HONS.) IN BUSINESS ADMINISTRATION, SECOND CLASS (UPPER) DIVISION (4.28)**
Babcock University, Ilishan-Remo Ogun State, Nigeria · 2016
- **SENIOR SECONDARY CERTIFICATE**
Doseg International College, Amuwo-Odofin, Lagos State · 2012

TRAININGS/COURSES

- Business Analysis and Project Management (BNET Learning)
- Introduction to Corporate Finance (Corporate Finance Institute)
- Understanding Business Models (Afro-corn)
- Fundamentals of Project Management (Alison courses)
- Digital Marketing Course by Google
- PSENSE Employability training by POISE

PROFESSIONAL QUALIFICATIONS

- Chartered Institute of Management Accountants (CIMA), in View
- Data Analyst (UTIVA)-2019
- International Strategic Management Institute (ISMI) -2017

PERSONAL INFORMATION

- **Sex:** Female

REFEREES ARE AVAILABLE ON REQUEST.