



HAYATU OPALUWA | Delivery Manager | +10 Years Project Management Experience
PMP, Prince2, Agile, ITIL

PERSONAL DETAILS:

Visa Status: Holds a French Work Permit
 Marital Status: Married
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LANGUAGES:

English: Fluent (Mother Tongue)
 French: Beginner (Ongoing Training)

Project Manager with over 10 years' experience managing concurrent projects, developing key deliverables, and driving project success. Comprehensive understanding of various project management techniques and methodologies including; Prince2, PMBOK, Agile Scrum, SDLC & ITIL. Excels at taking on extreme challenges, navigating organizational dynamics, and forecasting and dismantling roadblocks to success.

Counted on to manage complex projects and challenging clients and does so through a positive approach, consistent encouragement, and a focus on helping others. Experience implementing concurrent projects in the EMEA, APAC and North America.

Core Competencies:	Project Management, Scope Development, Strategic Planning & Scheduling, Budgeting, Risk Management, Change Management, Business Process Improvements, Vendor Management, PMO, Report Writing, KPI Measurement, Regulatory Compliance, Quality Management & Business Development	
Soft Skills:	Communication, Organization, Stakeholder Engagement, Analytical, Problem Solving, Inter Personal, Facilitation, Adaptability, Time Management, Teamwork, Leadership, Coaching, Negotiation, Ability to manage Cross Functional Teams, Interpersonal, Initiative, Ability to work independently, Ability to work under pressure, Result Oriented, Hardworking & Critical Thinker skills	
Project Management Methodologies:	Agile Scrum, SDLC, PMBOK, Prince2, DevOps, ITIL & Six Sigma (ability to implement hybrid project management methodologies)	
Project Management Tools:	Jira, Confluence, Kanban, MS Projects, Primavera, Sciforma, Teamwork & Trello	
IT Skills:	Cyber Security, Cloud Management, Networking, Operating Systems, IT Support, Hardware, Software, Servers & Routers	
Office & Productivity:	Microsoft 365: Excel, Word, PowerPoint, Outlook, SharePoint, Power BI & Teams	
Others:	Digital Transformation, ERP, CRM, EPM, HCM, E-Commerce, Microsoft Visio, Asana, ServiceNow, ISO 27001 ISMS, ISO 9001 QMS, Fintech, Trade Finance	
EDUCATION:	CERTIFICATIONS:	RECENT TRAINING:
<ul style="list-style-type: none"> ▪ B.Sc. Accounting (BAC+4) University of Ilorin ▪ IT Networking Diploma Allgrace Technologies 	<ul style="list-style-type: none"> ▪ PMP ▪ Prince2 Practitioner ▪ Scrum Master ▪ ITIL v4 Foundation ▪ Microsoft Dynamics 365 Business Central Functional Consultant Associate ▪ Microsoft Dynamics 365 Fundamentals (ERP) ▪ Salesforce Certified Associate ▪ Agile Coach ▪ Product Owner ▪ DevOps-PM ▪ Kanban Expert ▪ Six Sigma Green Belt ▪ RapidResponse Administrator Level 1 ▪ RapidResponse Author Level 1 ▪ RapidResponse Contributor Level 1 	<ul style="list-style-type: none"> ▪ Change Management ▪ Microsoft Azure ▪ Microsoft 365 ▪ Google Cloud Platform ▪ Amazon Web Services ▪ Python Programming ▪ Jira ▪ Infrastructure Security for Cloud ▪ Microsoft Projects ▪ Primavera P6 ▪ ISO 27001 ISMS ▪ ISO 9001:2015 QMS

ON TIME EDGE | PARIS, FRANCE | DELIVERY MANAGER

April 2024 – Current

- Implementation of advanced planning and scheduling digital transformation solutions
- Guide client in defining business and technical requirements
- Define project timelines and success criteria
- Collaborate and guide engineers to create functional requirements documents
- Provide direction and oversight to engineers as they produce technical design documents
- Deliver or assist with testing and implementation
- Provide training and change management to ensure adoption and business results
- Communicate expectations and responsibilities to internal and client project teams
- Create estimates, statement of work and scope documents for new projects

Examples of projects:

- **Pfizer (Spain)** | Implementation of Rapid Response and PlanetTogether Advanced Planning & Scheduling Solutions for Pfizer API & DS sites | Managed a Multi-Disciplinary Team of 36 composed of Business Process Owners, Scheduling Architects, Scheduling Consultants, Quality Assurance, SMEs, Database Administrator, Information Security Specialist, Cloud & Network Infrastructure Specialists | € 4 000 000 | Apr 2024 – To Date

GLOBALTRADE CORPORATION | PARIS, FRANCE | PROJECT MANAGER

October 2022 – Dec 2023

- Implementation of digital transformation solutions
- Develop project charter: Define project scope, objectives, statement of works, high level project plan with milestones, change management plan, budgeting, communication plan, risk management plan, conduct risk assessment, identify stakeholders, and assemble cross functional team
- Conduct business process requirement analysis to identify opportunities for process improvements
- Manage change across the organization to ensure gradual adoption of new systems
- Facilitate training sessions for end-users to ensure successful adoption of new ERP systems and processes
- Manage project scope, schedule and budget, ensuring adherence to project objectives and timelines
- Measure KPI progress and forecast metrics related to projects, program, portfolio, risks and resources
- Conduct risk assessments, monitor gaps, perform information security risk analysis, interface risk and privacy impact assessments
- Define road maps & write user stories backlog
- Manage requirement gathering workshops to identify business needs
- Determine and oversee testing, evaluation and troubleshooting of products

Examples of projects:

- **General Electric Health Care (France)** | Microsoft Dynamics 365 Business Central ERP SaaS Implementation Project (HR, Accounting & Finance, Project Management & Supply Chain Modules) | Managed a Multi-Disciplinary Team of 58 composed of Business Process Owners, Functional Consultants, Software Developers, Business Analyst, Solutions Architects, Quality Assurance, Database Administrator, Information Security Specialist, Cloud & Network Infrastructure Specialists | € 750 000 | Oct 2022 – Aug 2023
- **Mercedes-Benz (Germany)** | Trade Finance System SaaS Implementation Project (Bank Guarantee Issuance, Import & Export Letter of Credit and Documentary Collection Solutions) | Managed a Multi-Disciplinary Team of 40 composed of a Treasury Manager, Service Bureau, Software Developers, Business Analyst, System Administrator, Quality Assurance, Database Administrator, DevOps Manager, Information Security Specialist, Cloud & Network Infrastructure Specialists | € 380 000 | Oct 2022 – May 2023

AOS CONSULTING ENGINEERS | JOHANNESBURG, SOUTH AFRICA | SENIOR PROJECT MANAGER

Mar 2014 – Apr 2022

- Manage end to end delivery of various software solutions
- Collaborated with key stakeholders to align project goals with organizational objectives
- Facilitate change management activities to ensure smooth transition to new systems and processes
- Collaborate with technical teams to configure and customize and integrate systems
- Conduct post-implementation reviews to evaluate project outcomes and identify areas of improvement
- Manage continuous improvement topics
- Establish and maintain vendor relationships
- Develop reports, project plan, timelines and deliverables
- Determine and define user training needs and scope
- Identify roadblocks and develop solutions for timely implementation and escalation of issues as needed
- Coach team members on project management processes, methodologies and best practices

- Provide strategic project support
- Business development
- Establish and implement PMO processes including standardization of business processes, project management methodologies & tools
- ISO 27001 ISMS & ISO 9001 QMS Assistant Quality Management Representative

Examples of projects:

- **Helios Towers (South Africa)** | Microsoft Dynamics 365 Business Central ERP SaaS Implementation Project (HR, Accounting & Finance, Project Management & Supply Chain Modules) | Managed a Multi-Disciplinary Team of 40 composed of Managed a Multi-Disciplinary Team of 58 composed of Business Process Owners, Functional Consultants, Software Developers, Business Analyst, Solutions Architects, Quality Assurance, Database Administrator, Information Security Specialist, Cloud & Network Infrastructure Specialists | \$ 530 000 | Oct 2020 – July 2021

BUSINESS CONNEXION INTERNATIONAL | JOHANNESBURG, SOUTH AFRICA | PROJECT MANAGER

February 2011 - February 2014

- Direct and manage project development from beginning to end
- Proactively manage changes in project scope, identify potential crisis and devise contingency plans
- Provide ongoing support and troubleshooting assistance post-implementation
- Liaising with service delivery manager, sales executive & other stakeholders on a regular basis to ensure customer SLAs are met
- Business development
- Draft and submit budget proposals, and recommend subsequent budget changes where necessary
- Develop full scale project, Go Live plans and associated communications documents
- Develop progress reports and requirement documentations
- Risk management
- Performance management

Examples of projects:

- **Impala Platinum (SA)** | Microsoft Dynamics NAV ERP SaaS Implementation Project (HR, Finance & Sales Modules) | Managed a Multi-Disciplinary Team of 58 composed of Business Process Owners, Microsoft Dynamics ERP Implementation Partners, Software Developers, Business Analyst, System Administrator, Quality Assurance, Database Administrator, DevOps Manager, Information Security Specialist, Cloud & Network Infrastructure Specialists | € 75 000 | Jun 2013 – Jan 2014
- **HELIOS TOWERS** (Various Countries) | Ticketing Management System Project | Ticketing Services Software Deployment (Installation, Configuration, Testing, and Optimizing Performance) at various ATOS branch offices in Africa | Managed a Team of 45 IT Professionals (ITSM Specialists, Principal Architects, Network Engineers & the Contractor) Project Value: \$ 920 000 | Jan 2012 – Dec 2013
- **Debswana Diamonds Mine (Botswana)** | Network Infrastructure Upgrade Project | Riverbed Network Optimization Implementation | Managed a Multi-Disciplinary Team of 12 composed of Network Administrators, System Administrators, Infrastructure & Riverbed Solutions Specialists | \$ 150 000 | Apr 2011 – Feb 2012

THOMPSON'S QUALITY MANAGEMENT | JOHANNESBURG, SOUTH AFRICA | ASSISTANT PROJECT MANAGER

October 2008 - January 2011

- Project management
- Performance management
- Business development

Examples of projects:

- **ISETT SITA (SA)** | IT End User Computing Learnership Program | Managed a Multi-Disciplinary Team of 14 composed of IT Facilitators, Assessors & Mediators and 456 learners | \$ 2 800 000 | Jan 2009 – Jan 2011
- **Vuselela College (SA)** | Setup of 2 IT Training Centres (desktop, monitor, network, software, printer installations and setup) | \$ 324 000 | Jan 2009 – Apr 2009

JMT ACCOUNTING | JOHANNESBURG, SOUTH AFRICA | IT SUPPORT TECHNICIAN

May 2006 - September 2008

- Software and hardware technical support and systems maintenance
- Network setup, configuration and troubleshooting, data backup and cyber security
- Accounting software installation & configuration (Pastel, Sage & Pervasive)