### Joseph Abovwe PMP, PSM1, PMI-ACP

San Mateo, CA 94404

# Education

**Harvard Business School Online** Business Analytics (July 2019)

**PMI Agile Certified Professional (2637300),** August 2019

**Enterprise Design Thinking Practitioner,** IBM (July 2019)

**Project Management Professional, PMP (2553873)** (March 2019)

**Professional Scrum Master, PSM I,** **(508766)**, Scrum.org (June 2019)

**Applied Data Analytics,** Columbia Engineering/Emeritus (August 2019)

**Advanced Certificate in Project Management,** CUNY SPS, anticipated (December 2019)

**Master of Science** Biochemistry, University of Ibadan (May 2008)

**Bachelor of Science** Biochemistry, Babcock University (May 2005)

# Professional Experience

**MIGSO|PCUBED** August 2019 – Present

***Scrum Master/Project Manager (Chevron Account)***

* Enforced Kanban principles as a scrum master that resulted in reduction of Cycle time by 20% thus increasing team's throughput in less than 6 weeks.
* Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction.
* Facilitated Agile adoption Retrospective for the organization with the leadership and guided teams with outcome resulting in enhanced performance.
* Removed obstacle for the team by escalating an issue to leadership resulting in early delivery of customer issue solution. Customer provided positive feedback.
* Conducted Scrum Daily standup, Product backlog, Sprint Planning, Sprint Review & Sprint Retrospective meetings.
* Determined the team capacity (velocity) from historical data. Created Work Break down structure (user stories) and corresponding activities (tasks).
* Worked with Senior Management, Business & Release Management to understand the vision of the product, prioritize and develop software release planning.
* Communicated the progress to senior management through 'Burndown Charts'. Monitored the Quality through metrics and mentored team through the project management processes.
* Coached new PO and trained global teams, which resulted in early delivery of project and reduced process waste caused by lack of common understanding.

**CITY UNIVERSITY OF NEW YORK SCHOOL OF LAW** December 2018 – July 2019

***Project Manager – Information Technology (Contract)***

* Managed complex, high-impact implementation projects. Lead Ideation, define requirements and execute effective communications, and project management strategies, to improve the speed and success of implementations of critical internal and outsourced services
* Designed standardized processes and templates used for outsourcing, in collaboration with the required internal stakeholders
* Served as Scrum Master/Agile coach on web projects:
* Website upgrade and digital content management
* Microsoft Exchange user migration from CommuigatePro
* Digital signage
* Processmaker workflow management for automation of HR new-hires onboarding process
* Provide ongoing input to the management for external information on progress of projects using Microsoft power BI, as well as to make informed decisions on modifications of strategy derived from project development.
* Led the Process team on design, implementation, and enhancement of core processes to improve the outsourcing strategy for scalability and high-quality of delivery
* Drove project team culture shift towards one which embraces evaluation as a method for learning and continuous improvement
* Provide technical advice on Systems Development Lifecycle (SDLC) and design thinking

**FIRST BANK OF NIGERIA LIMITED,** Lagos, Nigeria Jun 2014 – Jun 2017

***Media and External Relations (Project Manager)***

* Financial transformation:
	+ Managed critical business and publicity engagements for the acquisition and integration of African subsidiaries in Congo, Gambia, Ghana, Guinea, Sierra Leone, and Senegal and for the unveiling of the unified brand identity for FBNQuest – the investment banking and asset management business of FBN Holdings Plc.
	+ Drove the increased uptake and usage of credit card, debit card, cobranded card acquisitions and digital bank offerings through integrated marketing approach (e.g. Mobile banking app, Firstmonie wallet), culminating in the brand being awarded the best digital bank in 2016 by the Global Finance magazine.
	+ Establish, maintain and drive consumption of a high-level project status dashboard and report
* Led media engagements for the bank’s innovative partnership with PayPal and other MTOs such as Ria, MoneyGram and Western Union.
* Partner with IT development teams to establish and drive successful quality assurance of the banks digital offerings – Mobile banking app and Finacle core-banking user testing/deployment.
* Process Improvement:
	+ Maintained project dashboards and timelines of all technical initiatives using Microsoft Power BI
	+ Developed standard operating procedures and the crisis management policy for all strategic engagements and partnerships for the holdings company and its subsidiaries.
	+ Steered periodic reviews to improve budget reporting systems and cost-effective utilization of resources
	+ Identified trends and variations in budget expense, resolved issues and discuss them with line management, working groups and other relevant staff.

**STANBIC IBTC HOLDINGS PLC,** a member of the Standard Bank Group January 2008– Jun 2014

***Assistant Marketing Manager, Business Unit Marketing***

* Advised on resource allocation and reallocation. Led forecasts on expenditures for CIB Marketing
* Developed user stories based on business requirements into prioritized product backlog of stories for development team for CIB research teams.
* Served as scrum master on development of investor relations web-based projects – investor relations microsite and annual financial reports digital rendition.
* Mapped customer profiles on Salesforce CRM tool as insight to developing corporate and investment banking marketing strategies.
* Leveraged the use of technology to improve access to investor relations information in an emerging market.
* Managed the accounting process flows including the accrual process at the end of FY by leveraging systems capabilities and corporate initiatives to improve transactional efficiency.
* Partner with IT support to identify, implement and lead the appropriate software development methodology (planning, stand-ups, review and retro)

***Accounts Support – Personal and Business Banking Operations*** Jan 2008 – Dec 2009

* Execute SWIFT/FED/CHIPS transactions for related businesses with sound working knowledge of payments domain, specifically operations of foreign correspondent banking.
* Utilized the Finacle 10 core banking application to handle account origination, the capture of customer data, and the documentation and configuration of new customer accounts on alternative service channels.

# Qualifications

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|  | * Python | MS Office suite – Advanced Excel, Power Point, SharePoint, Access, Power BI, MS project| Salesforce CRM Management | SQL | Primavera P6| Google G-Suite
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