ABIJAH NWAKANMA

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PROFESSIONAL SUMMARY

Results-driven Consultant with 6+ years of experience leading cross-functional teams to deliver scalable, high-impact solutions. Expert in Agile methodologies, product development, and KPI-driven strategies to optimize efficiency. Proven track record of optimizing processes, driving strategic initiatives, and delivering high-impact projects on time and within budget.

EXPERIENCE

IMPLEMENTATION PROJECT MANAGER, , Canada Revenue Agency | 2024 – Present
- Successfully led a team of 15+ to digitize government documentation and improve accessibility, achieving a 40% reduction in user complaints and ensuring compliance with government regulations.
- Monitored project milestones, analyzed KPIs, and mitigated risks, reducing system-related accessibility issues by 40% and improving resolution times by 15%.
- Managed cross-departmental collaboration, optimizing workflows and reducing project delays by 20% through effective communication and resource allocation.

CLIENT SUCCESS MANAGER, Canada Revenue Agency | 2022 – 2024
- Led cross-functional teams in the development of new product and service offerings from concept to commercialization, driving market share and profitability.
- Demonstrated expertise in executing complex projects across diverse business units and geographies, optimizing collaboration and delivering successful outcomes.
- Drove process optimization initiatives that reduced project delivery times by 30%, improving overall operational efficiency and cost savings.
- Utilized Agile methodologies to streamline workflows, resulting in a 25% increase in project throughput while maintaining quality.

DIGITAL WEB DEVELOPER, CBI Health, | 2019 - 2022
- Designed and managed 300+ websites, improving user experience and increasing session duration by 37%.
- Allocated resources flexibly to accommodate shifting workloads, ensuring on-time delivery of project milestones.
- Collaborated with cross-functional teams to enhance CMS solutions, optimizing digital workflows and user experiences.

TECHNICAL SKILLS

Project Management Tools: Jira, Monday.com, MS Project, Trello
Methodologies: Agile (Scrum/Kanban), Waterfall, Lean Six Sigma
Data Analysis & Reporting: Excel, Tableau, Google Analytics
Collaboration Tools: Slack, Microsoft Teams, Asana

EDUCATION

York University - Master of Arts in Information Systems and Technology
University of Toronto - Honors Bachelor of Arts in Communication, Culture, Information & Technology
Sheridan College - Certificate in Digital Media