

CHARLES C. AGADA

IT & Digital Product Manager | Digital Banking | Payments | CRM | Software Enterprise | 07514 40631 | charles.agada@gmail.com

I am a Digital & IT Project Manager with 17 years of experience delivering enterprise technology, digital transformation, cloud migration, software development, banking platforms, customer service solutions and operational improvement initiatives across financial services, public sector and commercial organizations.

I have a Proven track record leading multidisciplinary teams, managing multi-million-pound budgets, delivering complex technology programmes, and driving business change within regulated environments. Experienced in Agile, Waterfall and Hybrid delivery methodologies, stakeholder engagement, governance, supplier management, business analysis and technology transformation. Recognized for successfully delivering large-scale digital banking platforms, CRM implementations, workflow automation solutions, cloud-based applications, ESG reporting platforms and customer-facing service transformation initiatives.

CORE COMPETENCIES:

- Digital Transformation & Technology Delivery, Programme & Project Management, Agile, Waterfall & Hybrid.
- Technical Delivery Leadership, Business Analysis & Requirements Management, Product & Roadmap Dev.
- Stakeholder & Executive Management, Supplier & Vendor Management, Governance, Risk & Compliance.
- RAID Management, Budget & Resource Mgt, Cloud & Infrastructure Delivery, API & Systems Integration.
- SDLC & Release Mgt, Service Improvement & Process Optimization, Cross-Functional Team Leadership.

TECHNICAL SKILLS:

- Azure DevOps, Jira, Smartsheet, Trello, Microsoft Power BI, Cloud & Enterprise Platforms, Microsoft Azure.
- Dynamics 365, SharePoint, Power Platform, Development & Integration, REST APIs, Web Services.
- C#, ASP.NET, CI/CD, Databases, SQL Server, Oracle, PostgreSQL, MySQL, Cosmos DB, RAID Logs.
- Change Control, Risk Management, Financial Tracking, UAT, Release Governance.

PROFESSIONAL EXPERIENCE:

User Insight & Service Support | Department for Work and Pensions (DWP): Jan 2026 – Present.

- Conduct structured customer interviews to identify barriers affecting digital service accessibility and user exp.
- Gather behavioral insights from customer groups to support service design and operational improvements.
- Analyze recurring customer challenges and identify opportunities for service enhancement.
- Translate customer feedback into actionable recommendations aligned with policy and organizational objectives.
- Work closely with operational teams to improve customer engagement and service delivery outcomes.
- Manage customer information in accordance with government standards and data protection requirements.

IT Project Manager / Software Engineer | Tech Solutions Ltd (UK): Dec 2024 – Present.

- Lead delivery of Azure cloud solutions, software applications and enterprise integration projects.
- Manage project plans, budgets, risks, governance activities and delivery schedules.
- Facilitate workshops translating business needs into technical solutions and delivery roadmaps.
- Coordinate multidisciplinary teams comprising developers, testers, business analysts and stakeholders.
- Implement project controls including RAID management, milestone tracking and executive reporting.
- Improve deployment efficiency through structured CI/CD and release management practices.

Digital & Technology Project Manager | CBRE / Bank of America: Nov 2022 – Dec 2024.

- Led delivery of workplace technology and ESG transformation programmes across Europe.
- Delivered Smart Waste ESG platform integrating IoT technologies and third-party APIs.
- Managed cross-functional teams of 25+ specialists and suppliers with budgets exceeding £2.5 million.
- Established governance frameworks including RAID management, assurance reviews and executive reporting.
- Delivered workflow automation solutions using Dynamics 365, Smartsheet and Power Automate.
- Achieved measurable operational efficiencies and cost reductions across multiple sites.

IT Programme Manager | FirstBank Plc: Jun 2021 – Aug 2022.

- Directed strategic digital banking programmes covering payments, agent banking and core banking integrations.
- Managed programme budgets exceeding £5 million and provided executive governance reporting.
- Delivered nationwide Agent Banking platform supporting financial inclusion and branchless banking.
- Led prioritization and delivery across multiple digital banking initiatives.
- Managed cross-functional delivery teams comprising technology, operations and business stakeholders.
- Generated annual transaction volumes exceeding £633 million through digital banking channels.
- Led business analysis and requirements definition for customer-facing IVR and self-service banking solutions.
- Produced functional requirements, use cases, customer journeys and API integration specifications supporting omnichannel banking services.

Technical Product Manager | First City Monument Bank: Feb 2021 – Jun 2021

- Defined product vision, strategy and delivery roadmap for digital banking solutions.
- Managed product backlogs, prioritization activities and requirements gathering sessions.
- Collaborated with business stakeholders, designers and engineering teams throughout delivery.
- Conducted product demonstrations and stakeholder engagement workshops.
- Identified opportunities supporting customer growth and digital adoption.

Senior Technical Product Manager | Edoko E-Commerce Applications: Feb 2020 – Dec 2020.

- Defined product strategy and roadmap for digital commerce platforms.
- Gathered business requirements and translated customer needs into platform capabilities.
- Led delivery of new platform features and integration initiatives.
- Coordinated engineering teams to improve platform reliability and performance.
- Developed KPIs supporting customer engagement, sales growth and operational efficiency.

IT Project Manager | Polaris Bank Plc: Nov 2019 – Feb 2021.

- Led software delivery teams comprising developers, QA specialists and business analysts.
- Managed enterprise banking application projects and digital transformation initiatives.
- Oversaw software architecture reviews, testing activities and release management.
- Coordinated Agile delivery processes and governance activities.
- Delivered business-critical technology solutions supporting banking operations.

IT Project Manager | AB Microfinance Bank: Jul 2019 – Nov 2019.

- Managed project scope, schedules and change control processes.
- Coordinated project reporting and stakeholder communications.
- Ensured successful delivery against agreed business requirements and objectives.

Senior IT Business Analyst | Kinexus @ CSCS Plc: Jun 2018 – Aug 2018.

- Led business analysis activities supporting technology delivery programmes.
- Captured, analyzed and documented business requirements.
- Produced functional requirements, use cases and processed documentation.
- Facilitated stakeholder workshops and requirements review sessions.
- Supported project governance and reporting activities.

IT Project Manager | FirstBank Plc (Contract): Sep 2018 – Oct 2019.

- Managed Agile delivery teams across multiple banking technology projects.
- Delivered USSD Banking and Agent Banking solutions across Ghana, Senegal, Guinea and DRC.
- Coordinated project planning, supplier management and delivery governance.
- Produced program status reports for executive stakeholders.
- Supported solution design, deployment and operational readiness activities.

EARLIER CAREER: Senior Software Developer | Fidelity Bank Plc: Jan 2012 – May 2018.

- Developed enterprise banking applications using C#, ASP.NET, SQL Server and Oracle technologies.
- Led software design, testing, support and application enhancement initiatives supporting critical banking operations.

IT Project Support | ISERVE Limited (Contract):

- Supported project coordination, delivery tracking and stakeholder engagement activities.

IT Support Officer | Greenwich Trustees Ltd:

- Provided technical support, system administration, hardware deployment and network troubleshooting services.

Education and Certification:

- Bachelor of Science (B.Sc.) Computer Science: University of Nigeria, Nsukka.
- Diploma in Artificial Intelligence & Automation: Nexford University.
- Project Management Professional (PMP).
- Certified Scrum Master.
- Google Project Management Professional Certificate.
- ITIL Foundation V3.
- Microsoft Certified Professional.
- Certified DevOps Project Manager.
- SQL Server Certified Technology Specialist.
- Oracle SQL Certified Expert.
- Scrum Certified Web Developer.

KEY PROJECTS DELIVERED:

- **Agent Banking Platform:** Delivered branchless banking solutions across Ghana, Senegal, Guinea and DRC. Delivered banking transformation initiatives covering payments, digital channels and core banking integrations.
- **IVR Omnichannel Banking Transformation:** Designed and delivered requirements for customer self-service complaint management, ATM dispute handling, POS transaction disputes, airtime recharge disputes and bill payment support services. Designed customer self-service capabilities across digital and telephony channels improving service accessibility and operational efficiency.
- **Dynamics 365 CRM:** Delivered CRM solutions improving customer engagement and operational efficiency.
- **Smart Waste ESG Platform:** Delivered ESG reporting platform integrating IoT technologies and vendor APIs.
- **Enterprise Workflow Automation:** Implemented Power Automate, SharePoint and Smartsheet solutions supporting 500+ users.
- **Cloud & API Integration Projects:** Delivered enterprise cloud solutions integrating Azure services, middleware platforms and third-party systems.