**VICTOR**

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| **Personal Details** |

Name: Victor Kunle David

Address: 2 Alhaji Kareem Ogungbeye Street, Ikeja, Lagos.

Tel: 09098844258

E-mail: vdavid70@hotmail.com

**Profile:** Senior IT Strategist, Project and Change manager. Designed and implemented technology strategies to fuel breakthrough results. With 15+ years as an IT Administrator, Project Manager, Business Analyst and Database Administrator; Developing business processes and system solutions for Government and Telecoms Industries for various projects from conceptualization to implementation.

**Westcom Technologies and Energy Services**

**Mar 2012 – Nov 2015**

**Group Head Technology**

WTES is a group of companies with interest in Telecommunications, Cement, Steel fabrication and flour mills, with an asset base of over 2 billion dollars.

**Responsibilities included:**

* Provided leadership and vision for the IT department including strategic planning of information systems.
* Develop strategic direction for the information systems plan including technology deployment plans and departmental budgets.
* Direct all information technology and network system deployment and maintenance including all IT infrastructure, wireless communications, PC systems, local networks and mobile environment.
* Project Managed the procurement, installation and rollout of a revenue producing application. Responsibilities included internal and external customer requirements assessment, application design, development, quality assurance, user support and product infrastructure needs.
* Create operational policies, procedures, standards, guidelines and best practices.
* Responsible for budgeting, equipment inventories and maintenance planning.
* Recruit, hire and train IT staff, project managers, engineer and network administrators.
* Oversee department meetings with staff leads and managers to ensure continuity of information systems support and goal attainment.
* Ensure project completion by coordinating resources and timetables with user departments, IT staff and data centre employees.
* Create financial forecasts, outline expenditures and modify budget when necessary.
* Assess new innovative technologies, mission critical systems, security, communications and business continuity.

**Achievements:**

* + 50% less capital budget, while delivering improved services.
  + Helpdesk function brought back in house and terminated outsourcing contract. In order words devised unique helpdesk solution that elevated initial call closure rate to 90% or more.
  + Increased reliability, expanded performance and cut support expenses by nearly 20% with consolidation of disparate network systems into a centralized function.
  + Cut licensing costs by 40% plus, with strategic forecasts and negotiations for enterprise level agreements.
  + Capitalized on document management capabilities by leading efforts to capture best practice, indexing and ensure document readiness through tool utilization.
  + Improved time to resolution with 65% calls closed in 5mins and 72% closed in less than 20mins.
  + Enterprise e-mail platform was brought back in house and terminated outsourced contracts.
  + Project Managed and rolled out an ERP (Microsoft Dynamics) solution for the group, with modules in HR, CRM, SCM, Account and Payroll. Responsibilities included vendor selection and assessment, internal and external customer requirements assessment, application design, development, quality assurance, user support and product infrastructure needs. Tools: Microsoft Dynamics, Microsoft Office, Microsoft Project, Microsoft Access and Microsoft SQL Server.

**Westcom Technologies and Energy Services Nov 2008 – Mar 2012**

**Senior Business analyst/ Project manager**

WTES is a group of companies with interest in Telecommunications, Cement, Steel fabrication and flour mills, with an asset base of over 2 billion dollars.

**Responsibilities included:**

* Worked with Change management team to carry out Business Analysis activities on various Regulatory projects.
* Worked with the business to ensure requirements are fully met.
* Responsible for producing Business Requirements Document (both functional and non-functional).
* Workshop facilitation to elicit and define business requirements.
* Analysis and validation of data and MI reporting requirements and helping to define solution.
* Carried out Gap Analysis and Impact assessment of different business functional areas.
* Documented the Detailed Business Operational model.  
  Worked closely with cross functional stakeholders to gather, analyze and write business requirements.
* Acted as liaison between management, business partners, and the development team to deliver detailed business requirements.
* Wrote use cases, system requirements and functional specifications.
* Assess the impact of changes to systems and processes and the development of business requirements definitions.
* Presented use cases, system requirements and functional specifications to software development teams.
* Assisted in writing the project implementation plan
* Monitored and tracked implementation progress
* Helped with resolution of implementation issues
* Provided post-implementation support
* Provided leadership and direction to functional business analysts in multiple cities

**IDEA & EO Feb 2003 – June 2007**

**Business Analyst/MSSQL DBA**

A UK governmental agency, faced with the responsibility of managing local councils and councilors in the UK. As the Business Analyst, I developed business requirements, specification documents, process flows and templates for different divisions of Commercial Recording.

**BA Responsibilities included:**

* Followed ITIL methodology to improve the quality and reduce defects.
* Developed a project plan using Microsoft Project based on details contained in the HL BRS and also a project plan to schedule and assign work and manage the project.
* Worked closely with project managers, business users to formalize a business idea and define requirements.
* Interacted with the business users and division supervisors to gather the requirements.
* Gathered requirements for building a current business process that hosted day to day trading activities of various commercial recordings divisions.
* Developed functional documents like Mail and Receipting, New Filings, Status and Copies business requirement specifications.
* Analyze gathered requirements data, verify requirements and create business requirement specifications (BRS).
* Created process flow diagrams using Visio.
* Conducted JAD and brain storming sessions with the business users and stakeholders.
* Conducted meetings with all the division supervisors to ensure that all the requirements are met.
* Implemented the approved suggestions and modified the current process flows.
* Created Requirement Traceability Matrix to make sure the current project requirements are being met.
* Developed test cases and participated in UAT (User Acceptance Testing).
* Interacted with multiple cross-functional teams ensuring that all business requirements are captured correctly and report progress to all levels in the organization.
* Performed analysis of business rules, business and system process flows, user administration to be used for the new merged platform.
* Supported Unit Testing and System Integration Testing (SIT).
* Executed SQL queries on relational databases to create daily reports.
* Used Rational Rose for Use case modeling.
* Responsible for developing Business Requirement and Functional Requirement Document and documenting the requirements in Mercury Quality Center.
* Acting as a liaison between the technical, business, testing groups to provide them with required specifications/documentation and to resolve any issues in between.
* Worked with the User experience team to design the GUI for the application.

Tools: JAD, Quality Center, SQL, XML, FTP, MS-Office, Windows, Rational Rose, Windows, Visio.

**Stargate Solutions Oct 2000 – Jan 2003**

**Applications Support/Database Administrator**

**University of Surrey Roe Hampton**

**Nov 1998 – Sept 2000**

**Database/Applications Manager**

**Sui Gyneris JAN 1995-NOV 1998**

**Database Developer/Administrator**

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| **EDUCATION** |

**Business School Netherlands, PGC - MBA Sept 2008 – Sept 2009**

**LSBU, PGD – Information Technology in Business Sept 2002 – Sept 2003**

* This course covered various modules that allowed me to strike a balance between business issues and technology management, its completion allowed me to mature as a business manager with a bird’s eye view of how a programme links to the general strategy of the business.

**City and Islington College, HNC - Business Information Technology SEPT 1999 – Nov 2001**

* Modules Included: Corporate Strategy, Business and IT,
* Computer Networks and Business Accounting.

**Yaba College of Technology, Lagos (OND) SEPT 1992 – OCT 1994**

* Accounting and Finance.

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| **OTHER TRAINING** |

* ISEB ITIL FOUNDATION CERTIFIED
* Prince 2 Foundation/Professional
* CBAP Business Analysis
* SAP BW 2.0,3.5B
* SQL Server 2000 Database Admin/Development.
* SQL Server 7 Database Admin/Development.
* SQL Server 2005/2008 Admin/Development.
* SAGE Line 50 and 100.
* Programming with VB6
* Deploying and Managing Windows 2000.
* Deploying and Managing Server 2003/2008.
* Hands on Crystal Reports
* Microsoft Dynamics

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| **INTERESTS** |

* Football, Travelling, Reading and meeting people.
* Additional information: References available on request.

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