

UGO JOHN. E, PMP®

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I'm a dynamic project leader and operations professional with over 8 years of cross-industry experience spanning health, social care, consultancy, and construction. I'm experienced in leading teams through change, implementing service improvements, and driving performance management in multi-agency settings. Proven record in safe-guarding, staff training, compliance, and contract administration, with hand-on experience in children and young adult social care operations

Service delivery efficiency with aligned trainings and certifications in legislations such as the [Care Act 2014, Trauma-awareness, Safe Guarding frameworks & more], while embedding personalization principles, and ensuring efficient, responsive services that enhance outcomes for residents

Strong foundation in Agile delivery, optimizing teams for autonomy, and cross-functional workflows, process optimization, and stakeholder governance, transitioning into Governance, Risk, and Compliance (GRC) with a focus on security oversight and risk mitigation.

TECHNICAL SKILLS

- **Agile Tools:** Jira, Trello, Gantt chart
- **Collaboration Platforms:** Microsoft Teams, Microsoft Office 365
- **Project Management Tools:** MS Project
- **Documentation Tools:** Confluence
- **Cloud & Collaboration Tools:** Google Suite, Microsoft Office Suite, Slack, Zoom, CRM: Salesforce
- **Networking & Security [Oversight]** – Cisco, Fortinet, Structured Cabling, Firewalls, Wi-Fi, Data Centre Integration, Physical Security (CCTV, Access Control)

CORE COMPETENCIES

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| • Agile & Hybrid Project Delivery (Scrum, PRINCE2, PMP) | • Risk Assessment & Mitigation | • Safeguarding & Multi-Agency Coordination |
| • Service Delivery & Operations | • Change & Performance Management | • Requirements Gathering |
| • Budgeting & Resource Allocation | • Policy & Procedure Implementation | • Cross-Functional Teams |
| • Stakeholder & Council Engagement | • KPI Tracking & Reporting | • Governance, Risk & Compliance (GRC) / Security Oversight |
| • Project Lifecycle Management | • Construction & Facilities Integration (IT/Networking within capital works) | |

PROFESSIONAL EXPERIENCE

Support Worker

Cranmead Ltd, Brighton. – On-Site

Dec 2022 - Present

- Liaising with NHS partners, CAHMS, GPs, social workers, and the local council to coordinate, adjust multi-agency care plans, risk plans, safeguarding actions and system handovers for vulnerable children and young people.
- Produced Outcome Star reports, drafted progress updates and clinical summaries, and contributed to risk management and tender documentation supporting healthcare commissioners and contracts.
- Strengthened stakeholder and council engagement through effective communication, and ensuring families, NHS designated contacts are fully informed on safeguarding, progress and service changes.
- Trained and supported new staff in the use of CRM systems [Salesforce] to ensure accurate documentation, compliance, and lessons learned
- Facilitated service engagement activities [art, music, wellness] to enhance outcomes for young people, embedding personalization and independence principles.

Agile Project Manager**10Alytics/Amdari Inc. - UK****May 2025 - Present**

- Implemented Agile adoption among cross-functional teams with transparency, coaching product owners, standardizing processes such as (daily stand-ups, sprint planning, reviews, and retrospectives), fostering collaboration, improving team velocity and delivery times by 25%
- Managed project timelines and progress tracking using Microsoft Project and Gantt Chart, ensuring real-time updates for 12+ stakeholders across 20+ projects, improving transparency and accountability.
- Standardized Agile documentation in Confluence, improving knowledge-sharing and reducing onboarding time for new team members by 40%, enhancing team productivity and project continuity.
- Led risk assessments on IT infrastructure projects, implementing mitigation strategies for downtime, data security, and vendor dependencies.
- Supported deployment of Microsoft 365 and Azure cloud services across multiple projects, ensuring seamless migration and integration with on-site infrastructure.

Scrum Master**TIEGE Consult UK, London, England****September 2024 – June 2025**

- Managed software transformation projects combining Adaptive and Predictive methodologies, ensuring compliance with PMO reporting and RAID management
- Mentored junior project staff and technical engineers, embedding best practices in Agile delivery, stakeholder reporting, and governance.
- Automated training and process workflows by introducing digital workflow tools that reduced onboarding time, and improving training efficiency by 30%.

Project Architect / Designer, Manager**ENL – Green Motif, Abuja, NG (On-Site)****July 2015 – June 2020**

- Redesigned client onboarding and approval workflows, using lean and data-driven process improvements that cut procedural inefficiencies and increased project purchase and settlement rates by 45%.
- Led on-site management and coordination of multiple high-end residential capital works projects valued at up to ₦100 million, delivering results on time, within budget, and to client specifications.
- Oversaw end-to-end procurement and resource planning, negotiating with vendors and ensuring timely delivery of construction materials and equipment, improving site readiness and reducing delays.
- Oversaw installation and integration of structured cabling, Wi-Fi networks, and physical security systems (CCTV, access control) during large-scale construction and renovation projects.
- Managed contract administration processes, including evaluating contractor performance, tracking variations, issuing instructions, and managing change orders to maintain project compliance.

EDUCATION**Bachelor Of Sciences – Architectural Design & Technology**

- The University of Salford, Manchester, UK

CERTIFICATION

- **PMP® – Certified**
- **Agile Project Management - 10Alytics**
- **Scrum Master® – Certified**
- **Agentic AI Fundamentals: Architectures, Frameworks, and Applications**
- **Generative AI for Project Managers**
- **PRINCE2/MSP principles applied in Agile hybrid projects**