**DENNIS AKPEKO ZIGAH**

Edmonton Alberta, Canada

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**PROFESSIONAL PROFILE**

Seasoned IT professional with 15 years of experience in business analysis, specializing in IT project management, digital transformation, and strategic planning. Demonstrated leadership in driving cross-functional teams to deliver innovative solutions and achieve business objectives. Adept at leveraging Agile methodologies and technology expertise to optimize processes and enhance operational efficiency. Strong communicator with a track record of building collaborative relationships across stakeholders.

**PROFESSIONAL EXPERIENCE**

**Program Manager, Cognitive RPA Services**

4th-IR November 2023 to November 2024

* Team Development: Identified skill gaps within the team and develop training programs to upskill employees in emerging RPA technologies and cognitive automation techniques.
* Process Optimization: Streamlining internal processes for RPA service delivery, focusing on reducing implementation time, improving accuracy, and increasing scalability.
* Market Analysis: Conducting thorough market research to identify new opportunities for offering cognitive RPA services, including potential industries, clients, and use cases.
* Quality Assurance: Implementing robust quality assurance processes to ensure the reliability, security, and effectiveness of cognitive RPA solutions delivered to clients.

**Managing Director- 4th-IR Ghana Ltd.**

4th-IR | June 2022 - October 2023

* Lead strategic initiatives and drive AI advancements in Ghana, fostering an ecosystem for innovation and knowledge sharing.
* Spearhead collaborative efforts with industry stakeholders, government agencies, and educational institutions.

**Automation Business Specialist**

Vodafone Ghana | Jul 2021 - Jul 2022

* Orchestrated Robotic Process Automation initiatives, enhancing operational efficiency and customer experience.
* Employed Agile/DevOps practices for streamlined deployment and continuous improvement.

**Provisioning and Roaming Analyst**

Vodafone | Jul 2016 - Jun 2021

* Delivered exceptional onboarding experiences for fiber and ADSL broadband network customers.
* Led cross-functional teams, optimizing network service quality and customer satisfaction.

**IT Specialist**

Unlimited Progressive Family, NGO| Sep 2009 - Jun 2013

* Technical Mastery: Excelling in diverse technical domains including networking, cybersecurity, programming, and database management to proficiently manage systems and address technical challenges.
* Problem-Solving Prowess: Applying analytical acumen and adaptability to diagnose and resolve complex technical issues, showcasing resourcefulness and creative problem-solving abilities.
* Effective Communication and Ongoing Development: Cultivating strong communication skills to collaborate with colleagues and clients, coupled with a dedication to continuous learning, ensuring adeptness with evolving technologies and industry trends.

**EDUCATION**

* MSc in Strategic Management and Leadership (November 2024)

Kwame Nkrumah University of Science and Technology, Kumasi

* Master of Arts – MA Ministry

Trinity Theological Seminary | May 2019 - May 2020

* Bachelor of Science, Computer Engineering

Kwame Nkrumah University of Science and Technology | 2013 – 2015

* Higher National Diploma, Electrical/Electronic Engineering

Ho Polytechnic University | 2007 – 2010

**CERTIFICATIONS**

Project Management Professional from PMI

Google Professional Project Management Certificate

Microsoft Certified Solutions Expert, Cloud Platform and Infrastructure

DevOps Engineer Certification

UiPath RPA Implementation Manager, Solution Analyst and Architect

Avado Digital Essentials

**SKILLS**

|Cloud Computing || Problem Solving || Customer Focus || Project Management || Agile Methodologies || Communication and Collaboration || Leadership and Mentorship