DESMOND NWANUGO

SENIOR DELIVERY MANAGER | MULTI-TEAM SOFTWARE, FLOW & RELEASE LEADERSHIP

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PROFESSIONAL PROFILE

Senior technology delivery leader with over nine years in project, operational and people leadership, including seven-plus years in technology roles. Lead multidisciplinary Product, Engineering, QA, DevOps and UX delivery across complex software, SaaS, mobile and data platforms. At AWTG, coordinate concurrent customer engagements, nine direct reports and shared specialist capacity, with delegated priorities and release/readiness decisions. Improved Borderlands sprint throughput by approximately 30% and introduced AI-assisted workflows that increased delivery flow by approximately 20%; combine quantitative bottleneck analysis with practical team leadership and release discipline.

CORE CAPABILITIES

Multi-Team Technology Delivery | Product / Engineering / QA / DevOps Alignment | Delivery Flow & WIP | Capacity & Resource Trade-offs | Backlog Readiness | Scrum / SAFe / Agile Delivery | Dependency & Blocker Resolution | Release, UAT & QA Governance | AI-Assisted Delivery Improvement | Delivery Metrics & Predictability | People Management | Continuous Improvement

PROFESSIONAL EXPERIENCE

AWTG LTD | London, UK

Senior Project Manager | October 2024 - Present

- Report to the COO and lead three concurrent client engagements at peak, coordinating approximately 20 contributors, three clients and five vendors; prioritise shared capacity across Engineering, BA, QA, DevOps and Product.
- Hold delegated authority over team allocation, backlog priorities, delivery dates, release approval and operational readiness; line-manage nine BA/QA/DevOps professionals covering workload, development, performance and recruitment.
- Chair delivery and roadmap forums, contribute to PI Planning and Project Boards, coordinate geographically distributed developers across Canada, Poland, the Philippines and India, and introduce cross-team DevOps task controls.
- Led the cross-project rollout of Late Discovery Rate, Weighted Defect Score and Bug Reopened Rate, using sprint-end Jira measures to identify QA and upstream engineering quality trends.
- Designed an agreed Jira story/task and defect workflow with explicit owners and entry/exit criteria; used velocity and WIP evidence to challenge demand and support more credible delivery commitments.
- Mentored an aspiring Project Manager through practical coaching and learning resources; the mentee subsequently advanced into management at PwC.

Borderlands 5G Innovation Region | Data Platform, IoT, Tourism Application & Telecoms

- Lead 17 software contributors across web, iOS/Android, IoT, analytics and support, resolving dependencies involving ten network specialists, three service resources and seven suppliers across four operational venues.
- Improved sprint throughput by approximately 30% using backlog readiness, sequencing, Sprint Planning, review and blocker removal; govern around 2,700 Jira items, 1,200 test cases and ten releases through QA/UAT and acceptance.
- Introduced AI-assisted requirements, design, development and QA workflows using Claude Code with Atlassian/Figma integrations; observed approximately 20% higher delivery-flow velocity, 50% faster defect-ticket creation and 30% better design-process efficiency.
- Audited 107 Release 1.9 stories (45 web, 62 mobile) into 16 Confluence traceability pages, retaining Jira ownership and hierarchy to strengthen hand-offs and release acceptance.
- Coordinated Google Analytics implementation on the public website and iOS/Android apps, aligning fourteen mobile-journey events to testing and Mobile App 1.3 readiness.
- Resolved a Zabbix migration dependency by aligning DevOps, Network and IT on security-scan evidence, enabling deployment; coordinated operational reporting across five GCP/API-integrated source platforms.
- Built Jira Service Management incident/request workflows, severity-based SLA rules, guides and training to prepare three systems for handover to two operational teams; personally led a 2h49m knowledge-transfer walkthrough.
- Led sprint reviews, retrospectives and release-readiness decisions through persistent client scope changes; used Jira velocity, burndown/burn-up and backlog controls to communicate progress, manage constraints and adapt delivery commitments.
- Coordinated release and UAT evidence reconstruction from Outlook, Jira and Confluence, improving traceability of feedback and acceptance decisions across web and mobile versions 1.6, 1.8, 1.8.1 and 1.9.

- Supported cross-council adoption of the service portal, eSIM capability, dashboards, mobile app and digital platform, connecting implementation progress with customer readiness across live venues.
- Protected release momentum through camera-supplier replacement and scope changes, coordinating Engineering, network and service workstreams and presenting delivery-impact decisions to customer programme governance.
- Delivered four initial dashboards and introduced Superset as an expandable reporting capability, linking live IoT and operational monitoring data to support teams and client stakeholders.

Aruva | Delivery Optimisation

- Diagnosed an Engineering-to-QA bottleneck through interviews and analysis of 2,831 Jira items, 1,118 defects and 330 Ready-for-QA items; introduced WIP controls, backlog versioning and additional QA capacity.
- Separated short-term QA workload from upstream causes of rework, securing Engineering and Product agreement to limit WIP, classify development/testing backlogs by release and increase QA capacity for the existing queue.
- Moved the discussion from perceived individual QA performance to end-to-end flow and developer validation, using evidence to gain cross-functional ownership of corrective actions and realistic recovery priorities.

Atlas Connected Places Intelligence Platform | AI Product Development

- Connect Product, Engineering, Data, AI and Operations on eleven phased PRDs for an in-development multi-tenant SaaS platform; sequence scope across dashboards, connected assets, alerts, managed services and service-readiness workflows.
- Lead product/governance requirements for the implemented Sage service and Atlas orchestration layer, including tenant-scoped retrieval, source attribution, controlled metrics, audit and human-review escalation.
- Shape reusable connected operations across asset onboarding, device health, alerts, maintenance, lifecycle and customer service, joining Connected, Incidents and Managed Services capabilities with Jira Service Management.
- Align seven operational roles, organisation/venue scoping, server-side permission checks and PostgreSQL row-level security in stakeholder assurance and delivery decisions; coordinate delivery through product/engineering priorities rather than hands-on architecture.
- Translate role-controlled device lifecycle, service request, alerting, calibration and maintenance workflows into reusable managed-service product increments spanning platform and operational interfaces.

European Space Agency Programme | Research and Development, AI & Satellite

- Coordinate eight interconnected work packages across approximately ten contributors and a consortium partner, aligning capacity, integrated plans, reviews and milestone readiness; manage £700k+ budget controls and financial forecasts.
- Created work-package assurance rhythms and connected 13,189 baseline labour hours with remaining-effort forecasts; introduced AI-assisted drafting within controlled programme documents, reducing document-production effort by approximately 45%.

Virgin Media O2 | Livestream Mobile Application

- Led a two-person mobile team through build, QA, customer review and formal acceptance of an iOS livestream application within the agreed two-month period.

Dubai Chambers | Organisational AI Transformation

- Coordinated multidisciplinary specialists and 17 client participants through four workshops, translating 31 AI opportunities into 12 prioritised use cases and an accepted phased transformation roadmap.
- Integrated specialist maturity, data readiness and responsible-AI inputs into an approximately 346-page client-ready reporting suite; coordinated review decisions to deliver the four-phase consultancy on schedule.

VICTORIA AND ALBERT MUSEUM | Enterprise System Implementation | London, UK

Technical Project Manager | May 2023 - Sep 2024 • Workplace Product Manager | May - Sep 2024

- Managed Access Assemble delivery across three V&A sites, converting 265 prioritised requirements and process workshops into supplier configuration, testing, UAT and accessible web/mobile user journeys.
- Introduced sprint-based configuration, testing, reviews and retrospectives, improving implementation-delivery efficiency by 25%; resolved WCAG 2.1 AA readiness and supported 98% user adoption within 16 weeks.
- Chaired supplier reviews and technical boards, managed RAID/release decisions and coordinated service readiness; as Workplace Product Manager (May-Sep 2024), supported people-system roadmaps and a 20% user-satisfaction improvement.
- Coordinated supplier configuration of profiles, shifts, training, communications and mobile access; used UAT-driven improvements, training and post-launch support to embed enterprise volunteering workflows.
- Worked with procurement and users through a compliant eight-week supplier selection, maintaining project boards and twice-weekly supplier sessions to secure implementation decisions and launch readiness.

EARLIER PROJECT & OPERATIONAL EXPERIENCE

TEXTURE CARE UK | Software Project Manager (Volunteer) | Mar-Aug 2024: Introduced Scrum cadence and delivery controls for a web/mobile product, with reported 64% productivity improvement and 27% higher sprint commitment.
ALBOSS CONSULTING LIMITED | Project Manager | Jul 2022 - May 2023: Coordinated business/technology change, cutting onboarding time by 50%, improving satisfaction by 20% and achieving 71% process adoption.
TIEGE CONSULT | Project Manager | Jun 2020 - Jun 2022: Improved analytics-system delivery speed by 18% through planning, backlog and supplier coordination; finished 15% below budget.
TRITEK CONSULTING | Project Manager | Jan 2019 - May 2020: Managed CRM delivery and adoption within schedule and budget, contributing to a combined 57% improvement in adoption and productivity.
Earlier operations: Led teams and service delivery at Miraton Rose Renewable Energy (Apr-Dec 2018) and WHIL Delivery (Oct 2016-Mar 2018), including a five-person smart-meter installation team.

CERTIFICATIONS & EDUCATION

Certifications: PMP | Agile Project Management (AgilePM) | Professional Scrum Master (PSM) | SAFe Practitioner
Education: MSc International Business Management, University of Sunderland (2022) | BEng Electrical & Electronics Engineering, Madonna University (2016)

TECHNOLOGY & DELIVERY ENVIRONMENTS

Jira / Jira Service Management | Confluence | Azure DevOps | MS Project | Scrum / SAFe / AgilePM | QA / UAT | Claude Code | Atlassian / Figma Integrations | GCP | Web / Mobile | Data / IoT

PUBLIC DELIVERY EVIDENCE

Borderlands: https://www.visitborderlands.co.uk/ | https://apps.apple.com/gb/app/borderlands-app/id6739207033 | https://play.google.com/store/apps/details?id=com.awtg.borderlands
V&A Volunteering: https://volunteer.vam.ac.uk/opportunities/results | https://apps.apple.com/gb/app/v-a-volunteering/id6477295471 | https://play.google.com/store/apps/details?id=com.goassemble.vam
European Space Agency Programme: https://www.linkedin.com/company/ai-semantic-space-communications/posts/?viewAsMember=true