# DESMOND NWANUGO

## SENIOR TECHNOLOGY PROJECT MANAGER | COMPLEX DELIVERY, COMMERCIAL CONTROL & GOVERNANCE

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## PROFESSIONAL PROFILE

Senior technology project manager with over nine years across project, operational and people leadership, including seven-plus years in dedicated technology roles. Lead complex client-facing software, enterprise systems, cloud, AI and connected-technology projects through scope, integrated planning, delivery, acceptance and transition. At AWTG, manage concurrent engagements with approximately £1.5m delivery exposure, nine direct reports and delegated delivery decisions. Bring direct £700k+ programme-budget management, supplier and contractual-scope recovery, financial improvement and executive governance across commercial, research and public-sector environments.

## CORE CAPABILITIES

End-to-End Technology Projects | Integrated Planning & Milestones | Scope, RAID & Change Control | Budget & Forecasting | Supplier / Commercial Coordination | Project Recovery | Governance & Executive Reporting | Multidisciplinary Teams | Quality, UAT & Release Assurance | Operational Transition | Agile / Hybrid Methods

## PROFESSIONAL EXPERIENCE

### AWTG LTD | London, UK

### Senior Project Manager | October 2024 - Present

- Report to the COO; lead or manage three concurrent client engagements at peak, involving approximately 20 contributors, three clients, five vendors and £1.5m combined delivery exposure across software, data, AI and connected services.
- Hold delegated authority over priorities, resource allocation, dates, release/readiness and delivery risk; escalate material financial and contractual decisions through formal governance. Line-manage nine BA, QA and DevOps professionals.
- Led an AI-assisted June-August GCP cost/utilisation review across projects, SKUs, services and VMs; the resulting optimisation actions reduced monthly cloud spending by more than £1,000.
- Contributed to technology and AI opportunities worth £22.86m and successful awards of approximately £800k through client presentations, evidence-led responses and proposal shaping.
- Designed an AI-assisted bid/tender workflow to map compliance requirements, gaps and reusable supporting evidence, with commercial decisions retained in human review; mentored an aspiring PM who later progressed into a management role.

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

- Lead the approximately £500k software workstream within a £3m+ public-sector 5G programme across four operational venues; coordinate a 17-person software team, around ten network specialists, three service resources and seven suppliers.
- Control scope and delivery through approximately 2,700 Jira items, 1,200 test cases and ten releases, including client UAT, regression, defect and acceptance cycles; reconstructed release/UAT history across Jira, Confluence and Outlook.
- Rebuilt the signed contractual baseline after scope disputes, distinguishing delivered and outstanding obligations and producing a point-in-time recovery estimate of approximately 23 person-months / 11 months for executive replanning.
- Audited 107 Release 1.9 requirements (45 web, 62 mobile) and organised validated Jira stories into 16 Confluence traceability pages using an AI-assisted workflow, strengthening release scope review and decision-making.
- Maintained supplier continuity after a camera vendor became unavailable following government sanctions, coordinating replacement assessment, interfaces and mobilisation; managed dependencies across IoT, web, mobile and operational services.
- Strengthened delivery cadence across the 17-person team through backlog refinement, Sprint Planning, daily stand-ups, reviews and retrospectives; improvements in planning and blocker resolution contributed to approximately 30% higher sprint throughput.
- Coordinated cross-council delivery and adoption of visitor counting, car-park capacity, environmental sensing, eSIM and digital visitor services, integrating more than 20 connected devices across four operational venues.
- Produced a six-milestone Finance-adopted model reconciling 31,455.99 logged hours across 50 resources and 22 months, supporting allocation and milestone-based reconciliation.

- Coordinated a GCP-based operational-monitoring capability drawing status data from five source platforms through secure middleware/APIs into ten-minute Superset reporting; delivered four initial BI dashboards and scalable self-service reporting.
- Managed cross-channel usage analytics across the public website and iOS/Android applications, defining fourteen mobile journey events, linking tracking to requirements, test acceptance and the Mobile App 1.3 release.
- Led operational transition preparation for three platforms and two service teams, including three guides, an operating manual, Jira Service Management escalation/SLA workflows, training and a 2h49m live knowledge-transfer session.

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

- Directly manage the £700k+ programme budget across eight work packages and approximately ten contributors; own WP1 governance, integrated plans, RAID, funded milestones, partner coordination and specialist deliverable reviews.
- Built forecasts linking 13,189 baseline labour hours with actual/remaining effort, costs, purchase orders, invoices, partner commitments and cashflow; introduced an AI-assisted drafting workflow reducing programme-document preparation time by approximately 45%.
- Established work-package ownership and governance during contractual mobilisation uncertainty, then coordinated reviews of technical requirements, high-level design, security architecture and quality-assurance outputs; two deliverables received sign-off approximately two weeks after formal kickoff.

**Atlas Connected Places Intelligence Platform | AI Product Development**

- Lead delivery planning for Atlas, an in-development multi-tenant SaaS platform, structuring eleven product PRD segments and cross-functional requirements across connected assets, analytics, incidents and managed services.
- Defined governed Sage AI requirements covering scoped retrieval, role/tenant permissions, controlled metrics, traceability, audit and human review; translated technical assurance into delivery priorities while specialists led architecture and implementation.
- Productised connected-device onboarding, monitoring, alert/incident management and service records into reusable Atlas Managed Services workflows, aligning the platform with an intended subscription, deployment and managed-service revenue model.
- Worked with engineering leads on seven-role RBAC, organisation/venue scoping, module entitlements and PostgreSQL row-level security, turning multi-tenant governance and compliance requirements into controlled acceptance priorities.

**Dubai Chambers | Organisational AI Transformation**

- Led an accepted four-phase AI transformation consultancy, assessing 31 use cases and prioritising 12; coordinated cross-functional workshops and consolidated a 346-page report suite on maturity, responsible AI, feasibility and phased implementation.
- Planned eight stakeholder workshops and facilitated four with 17 client participants, aligning senior business, IT and governance concerns into an agreed investment and implementation roadmap, delivered to schedule.
- Integrated business readiness, responsible-AI policy, five-year feasibility/TCO assessment and governance recommendations into decision-ready outputs to guide the client's phased AI investment choices.

**Virgin Media O2 | Livestream Mobile Application**

- Led a two-person team delivering an iOS livestream application from planning through testing, client review and formal sign-off within the agreed two-month window.

**VICTORIA AND ALBERT MUSEUM | Enterprise System Implementation | London, UK**
**Technical Project Manager | May 2023 - Sep 2024 • Workplace Product Manager | May - Sep 2024**

- Led tendering and implementation of Access Assemble across three V&A sites, translating 265 stakeholder requirements (165 must-haves) and as-is/to-be workflows into supplier configuration, testing and rollout.
- Authored the tender/evaluation documents and coordinated compliant supplier selection and contract negotiation within eight weeks; chaired monthly Technical Project Boards and twice-weekly supplier reviews.
- Resolved a WCAG 2.1 AA launch blocker with the supplier, securing on-time go-live and preparing Acceptance into Service, operating-model and support documentation; co-created UAT, training and hypercare to reach 98% adoption in 16 weeks.
- Held a concurrent Workplace Product Manager assignment (May-Sep 2024), shaping roadmaps and features that contributed to a 20% improvement in user satisfaction.
- Introduced sprint-based supplier configuration and validation that improved delivery efficiency by 25%; supported recruitment of 65 volunteer roles within six weeks through the launched volunteering capability.
- Coordinated data-flow and system integration diagrams, DPIA, penetration-testing readiness and supplier remediation as part of the enterprise rollout and controlled handover into operations.

## EARLIER PROJECT & OPERATIONAL EXPERIENCE

**ALBOSS CONSULTING LIMITED | Project Manager | Jul 2022 - May 2023:** Redesigned customer onboarding through process mapping and change workshops, halving processing time, improving satisfaction by 20% and reaching 71% adoption.

**TIEGE CONSULT | Project Manager | Jun 2020 - Jun 2022:** Led an analytics-system project through planning, supplier engagement and financial forecasting; completed 15% under budget and improved delivery speed by 18%.

**TRITEK CONSULTING | Project Manager | Jan 2019 - May 2020:** Managed CRM delivery, resource and change controls, completing within agreed schedule and budget and contributing to a 57% combined adoption/productivity improvement.

Earlier operations: Miraton Rose Renewable Energy (Operations Manager, Apr-Dec 2018) and WHIL Delivery (Oct 2016-Mar 2018); led teams and field-service operations, including deployment of more than 30 smart meters.

## 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 | MS Project | Azure DevOps | Power BI / Superset | GCP | APIs / Cloud | AI-Assisted Workflows | Web / Mobile | 5G / IoT | Microsoft 365

## 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