

Matthew Damilola Adeniyi
Operation manager | Business
Administrator Manager | General
Manager

CONTACT

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Lagos, Nigeria

CORE COMPETENCIES

- Strategic Planning & Business Growth
- Operations & Performance Management
- IT Strategy & Governance
- Digital & e-Channel Platforms
- Payment Systems (Postilion, Afrigo)
- Enterprise Systems & App Support
- Vendor & Stakeholder Management
- Business Continuity & Risk-management
- PCI-DSS & Cybersecurity Compliance
- Change Management & Innovation
- P&L Management & Budgeting
- Team Leadership & Talent Development

TECHNICAL SKILLS

Postilion | Card Fusion | Kimono
Cortex AV | Payment Switches
SQL | ATM Network Support
MS Office Suite | Service Desk
Tools

EDUCATION

B.Sc. Economics
University of Lagos — 2020

OND, Computer Science
Abraham Adesanya Polytechnic -
2014

CERTIFICATIONS

PROFESSIONAL SUMMARY

Results-driven leader with 10+ years of progressive experience spanning Operations Management, Business Administration, and General Management across regulated services environments. Demonstrated expertise in orchestrating end-to-end business operations, IT service delivery, digital banking channels, and enterprise systems transformation. Consistently recognized for translating complex organizational challenges into sustainable growth, profitability, and operational excellence. Adept at aligning technology strategy with business objectives, optimizing cost structures, building and leading high-performing cross-functional teams, and delivering measurable, institution-wide outcomes. Combines strong commercial acumen with deep technical knowledge to drive innovation, ensure regulatory compliance, and position organizations for long-term competitive advantage.

PROFESSIONAL EXPERIENCE

Financial, Forensic Studies & Diagnostic LTD

General Manager / IT Manager | Oct 2025 – Present | Lagos, Nigeria

Scope of Responsibilities

- Directed overall business operations, ensuring strategic objectives were translated into actionable plans and executed across departments.
- Developed and implemented growth strategies, managing P&L, budgets, and resource allocation to optimize profitability.
- Led cross-functional teams, embedding accountability frameworks and performance KPIs to foster a high-performance culture.
- Strengthened stakeholder, partner, and regulatory relationships to underpin business expansion and service excellence.
- Oversaw IT infrastructure, enterprise systems, and technology operations, ensuring reliability, security, and scalability.
- Drove digital transformation initiatives, modernizing core workflows, and improving overall service delivery quality.
- Enforce cybersecurity controls, data protection policies, and compliance standards across the organization.
- Managed technology project portfolios from inception through deployment, ensuring on-time, on-budget delivery.

KEY ACHIEVEMENTS

- ✓ Increased overall operational efficiency by 30% by redesigning departmental workflows and implementing KPI dashboards.
- ✓ Drove revenue growth of 25% within 6 months through strategic business expansion and diversified income channels.
- ✓ Reduced operational costs by 20% through rigorous budget controls, vendor renegotiation, and optimized resource allocation.
- ✓ Led end-to-end digital transformation, cutting process turnaround times by 40% and improving service delivery of SLAs.
- ✓ Implemented a comprehensive cybersecurity framework; achieved zero security incidents post-deployment.
- ✓ Automated key business workflows, significantly improving turnaround time and overall service delivery quality.
- ✓ Improved staff retention by 35% and elevated team productivity by 28% through structured mentorship and career development programmes.
- ✓ Introduced data-driven decision-making processes, enhancing strategic planning accuracy and organizational scalability.

PremiumTrust Bank Limited

Application Support & IT Payment Channels Specialist | Oct 2022 – 2025 |
Lagos, Nigeria

- Master in Product Management (IT)
- Data PrivacyOps
- ITIL v4 Foundation
- ACI Postilion Certification
- Digital Payments (Cards & POS)
- PCI-DSS Compliance Practitioner
- NCR | Hyosung | Diebold (ATM)
- CIBN Member

PROFESSIONAL ATTRIBUTES

- Strategic Thinking & Leadership
- Negotiation & Stakeholder Engagement
- Analytical Problem Resolution
- Process Optimization
- Change Management
- Adaptability & Task Prioritization

HOBBIES

Team Sports | Travelling | IT Research

REFERENCES

Available on request.

Scope of Responsibilities

- Led enterprise support for digital banking channels and payment applications, ensuring high availability and regulatory compliance.
- Oversaw system integration, configuration, troubleshooting, and enhancement of Postilion and card management platforms.
- Managed cross-functional collaboration across core banking (Flexcube), infrastructure, database teams, and external vendors.
- Drove continuous service improvement by analysing incident trends and implementing preventive strategies.
- Ensured operational readiness for new channel rollouts and upgrades, including pilot testing, deployment, and post-implementation support.

KEY ACHIEVEMENTS

- ✓ Achieved and maintained 100% ATM monitoring uptime, significantly improving customer service delivery and SLA adherence.
- ✓ Led successful implementation of Card Fusion, enabling seamless real-time end-to-end card issuance and reducing card delivery time.
- ✓ Directed deployment of the Afrigo Card Scheme, strengthening card service independence and reducing international scheme dependency costs.
- ✓ Implemented Cortex antivirus across the entire ATM fleet, achieving full endpoint protection compliance and improving security posture.
- ✓ Served as key contributor to PCI-DSS Certification, ensuring full compliance across the payment and ATM ecosystem.

Sterling Bank

IT Service Specialist – Digital Channels & Vendor Operations | Oct 2015 – Sep 2022 | Lagos, Nigeria

Scope of Responsibilities

- Managed performance and lifecycle of ATM and payment infrastructure across multiple regions nationwide.
- Directed vendor relationships, procurement decisions, operational SLAs, and cost negotiations to ensure value delivery.
- Coordinated deployment, relocation, upgrades, monitoring, and maintenance of large-scale ATM networks.
- Conducted technology risk assessments and enforced service continuity standards across digital channels.

KEY ACHIEVEMENTS

- ✓ Deployed and activated 700+ ATMs nationwide, optimizing network distribution and operational efficiency across all regions.
- ✓ Improved channel uptime from 75% to 95%, significantly boosting customer experience, service dependability, and transaction revenues.
- ✓ Delivered significant cost savings through effective dispute management and renegotiated vendor contracts, improving operational margins.
- ✓ Completed large-scale ATM terminal security upgrades, achieving regulatory compliance and reducing fraud exposure across the network.