

Olga Naiga

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PROFESSIONAL SUMMARY

Creativity is thinking up new things. Innovation is doing new things

Interconnected Data, Innovation, Entrepreneurship, creative thinking disciplines to deliver customer value with commitment, shared purpose and achievement of organization goals in:

- Artificial Intelligence
- Corporate Entrepreneurship
- Project Management
- Internet of Things
- Process Optimization & Automation
- Strategic Design Thinking
- Performance Management
- Business Development

An innovation and technology enthusiast, forward-thinking professional with over 5 years of experience in various management roles in the areas of; client onboarding, digitalization, business process re-engineering, customer support, operational efficiency and finance management. Expert in strategic design thinking, creative thinking, client relationship management (CRM) and new technologies.

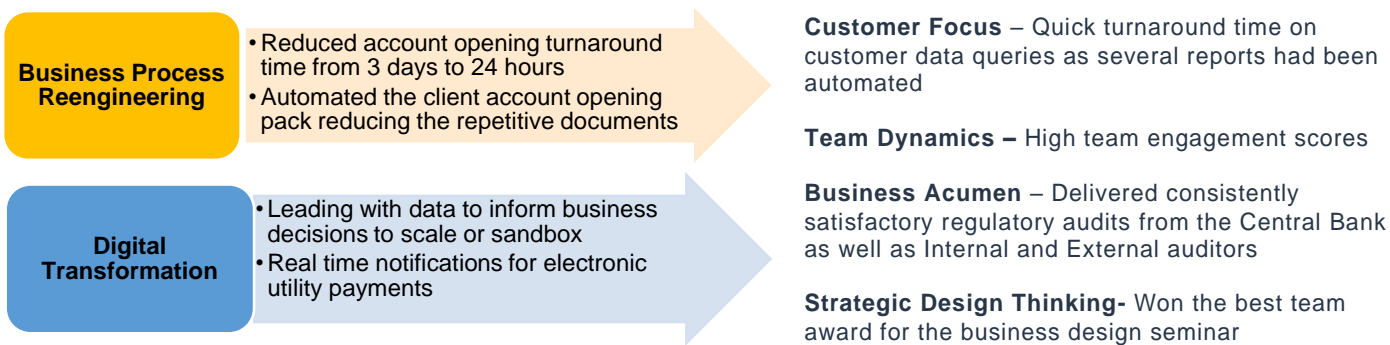
Insight: Automated reports that were frequent requests from key stakeholders to enable highly informed and accurate decision-making capabilities for the organization, giving insight into client data

Foresight: Honed my skills in innovation and entrepreneurship that give insight to the current and future market trends that provide capabilities that answer "what if" and "what when" questions

Efficiency: Pioneered use of automated reports and provided clean customer data in terms of the dormant and active accounts. This provided clarity on the number of active accounts and the dormant ones.

Effectiveness: Collaborated with the global team on an E-forms project to ensure standardization of documents especially for the global clients who have accounts in various countries.

LEADERSHIP QUALIFICATIONS IN ACTION



PROFESSIONAL HISTORY

Business Analyst, The Innovation Village & MoTIV Creations Ltd. Kampala

Dec. 2020 – To Date

I have been leading with data to understand and inform on the business, analysis of the data and information has been able to inform on which, verticals of the business need to be scaled and those that require to be sandboxed. I have written funding proposals in a bid to diversify the funding for the organization. I have led design sessions to co-create solutions to overcome stumbling blocks and leverage the synergies of the different units. I have created pitch decks for the different verticals under MoTIV Creations to establish the different unique offerings for each unit.

Client On-boarding Manager, Citibank Uganda Limited. Kampala

Nov. 2014 – Aug 2019

I effectively rolled out the project to reduce the account opening turnaround time for Citibank Uganda, through the digitization of the account opening documents and automating the flow of documents through the various bank systems. This reduced the turnaround time from 3 days to 24 hours. My new work methods in this area have been adopted as Standard Operating Procedures. I spearheaded the project to convert clients from manual account statements to electronic statements, there was increased uptake of this initiative by the existing clients and all new clients were enrolled during on-boarding. Through cross functional teams' collaboration, we cleaned up the customer pricing data, streamlined the customer pricing process by leveraging on technology to automate the monthly pricing reports to the key stakeholders. I ensured compliance with the regulatory requirements of the Central Bank and Financial Intelligence Authority, and we always excelled in the annual regulatory audits. I was the 'Citiclub' President from 2015-2016. 'Citiclub' is in charge on boosting employee morale and organizing employee activities such as teambuilding and citiclub events.

Finance Intern, Citibank Uganda Limited. Kampala

Jun 2014 – Oct. 2014

As an intern in the finance department, my overall responsibility was to prepare the daily, weekly and monthly regulatory reports and have them timely submitted to the central bank. I was tasked with balance sheet reconciliations to ensure accuracy of the records. I also assisted in the preparation of the end of month reports for top management review.

EDUCATION

Master in Management; Innovation and Entrepreneurship - **Antwerp Management School (AMS), Antwerp, Belgium**

Bachelor of Industrial and Organizational Psychology – **Makerere University, Kampala, Uganda**

Certified Chartered Accountant (Level II) - **Oxford Brookes University, Oxford, UK**

French Language DELF A2 Proficiency – **Alliance Française, Kampala, Uganda**

KEY SKILLS

Operational Effectiveness	Organization & People Management	Strategic Design Thinking
Financial Management	Creative Thinking	Customer Growth & Retention
Business Analytics	Strategic Planning & Growth	Presentation/ Pitching skills

REFERENCES

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