

# Jonathan Arthur Van-Dyck

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## EDUCATION

**SMC University Ghana** (*affiliated to SMC University, Zug Switzerland*)

Bachelor of Business Administration, GPA: 4.0, October 2014

## WORK EXPERIENCE

**Operations Manager**, AMP Health, Remote, Ghana | Jul 2023 – Present

Responsible for identifying opportunities to enhance processes and developing solution to drive efficiency.

- Implemented data-driven decision-making processes and advanced analytics tools to drive actionable insights and inform strategic business decisions.
- Undertook key IT-enabled business transformation initiatives, leveraging on the Microsoft Office 365 suite and other systems, which has improved overall team outcomes.
- Developed Power BI dashboards and reports, Power Apps solutions and modernized corporate Intranet with custom SharePoint web parts

**Business Process Manager**, Sun Electronics Ltd. (Hisense Ghana), Accra, Ghana | Nov 2020 – May 2023

Responsible for leading, planning, and implementing the Odoo ERP to improve team's overall outcomes.

- Collaborated with cross-functional and cross-organizational teams to deploy Odoo ERP solution, streamline business processes and enhance customer experiences through digital channels.
- Integrated ERP solution with third-party payment processors to provide flexible and complete payment services

**Manager, E-Banking and Card Services**, National Investment Bank Ltd., Accra, Ghana | Jan 2016 – May 2019

Directed digital business initiatives, leveraging emerging technologies and agile methodologies to optimize processes and drive operational efficiency

- Established a service-aware culture through ITIL best practices, training and mentoring teams, resulting in an 11% increase in productivity and 96% customer satisfaction.
- Successfully turned around the Mastercard EMV Issuing and Acquiring project through effective communication, strategic planning and execution, after it was over-budget and behind schedule.
- Spearheaded the development and execution of the bank's digital banking strategy, resulting in an 800% increase in transaction volumes across multiple channels.
- Championed a culture of innovation by promoting continuous learning and experimentation, resulting in the successful launch of innovative products and services.

**IT Manager**, Golden Pride Savings and Loans Ltd., Accra, Ghana | Jul 2014 – Dec 2015

Responsible for managing information assets and ensuring safe and secure digital environment

- Implemented a new service delivery process, reducing issue resolution time by 23% and eliminating repeat help-desk tickets, which improved overall service delivery.
- Established a Disaster Recovery Site which helped to achieve a 93% uptime and reduce operational costs by 33%, effectively meeting business goals and regulatory requirements.
- Cultivated strategic partnerships with technology vendors and external stakeholders to drive collaborative innovation and expand the company's technological capabilities.

- Led a team of technology professionals in the successful implementation of advanced technologies, including cloud computing, artificial intelligence, and data analytics, to enhance product offerings and customer experiences.
- Established robust cybersecurity measures and compliance frameworks, ensuring the protection of digital assets and regulatory adherence in accordance with industry standards.

### **Systems Implementation Specialist, Prudential Bank Ltd., Accra, Ghana | Feb 2008 – Jun 2014**

Subject matter expert on payment processor and related systems, ensuring quality service delivery outcomes;

- Served as a Subject Matter Expert in the successful execution of the bank's payment system application and database upgrade project, minimizing risks and ensuring successful project execution.
- Assisted in development of product requirement documents (PRDs), product roadmaps, and testing scripts for several projects, including payment card implementation, E-zwich (ATM & POS), Mobile Banking, and National Payment Switch project (E-zwich and gh-link ATM & POS).

### **Leadership Experience**

- Project Manager at AMP Health: Leading IT-enabled business transformation initiatives.
- Manager, E-Banking and Card Services at National Investment Bank: Directed digital initiatives and developed a digital banking strategy.
- Business Process Manager at Sun Electronics Ltd.: Led the implementation of the Odoo ERP system.

### **Project Experience**

- Odoo ERP Implementation at Sun Electronics Ltd.: Streamlined business processes and enhanced employee experiences.
- Digital Banking Strategy at National Investment Bank: Revolutionized customer engagement and retention.
- National Switch Platform at Prudential Bank Ltd.: Co-led the implementation of a national e-banking infrastructure.

### **Certifications & Social Skills**

- ISO 27001 Lead Implementation certified,
- Chartered IT Professional (CITP),
- ITIL Foundation certified
- COBIT5 Foundation certified
- Proficient in Microsoft 365 Business Applications
- Proficient in project management tools including Trello, Slack, Jira, Asana, Wrike
- Skilled in Incident Management, Information Systems & Information Security Management, Project Management,
- Customer Service and Problem-solving