DAVID OLISEDUME UGBOLUE
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PROFESSIONAL SUMMARY

Operations and project delivery professional with 6+ years of experience, including 3+ years in leadership roles. Currently manages multi-project portfolios and cross-functional teams of 300+, delivering 100% SLA performance.

WORK EXPERIENCE

Hugo Technologies Lagos, Nigeria.
Associate Project Manager ***November* 2025 - Present**

- Manage 3 primary projects with a combined 320+ team members. Oversee end-to-end delivery and cross-functional coordination, maintaining 100% SLA adherence.
- Led a high-stakes engagement of 280+ team members. Met all SLA commitments from Day 1 through proactive capacity planning, resource allocation, and risk management.
- Cut training ramp-up time by 44% (9 to 5 days), partnering with Training and Quality teams to remove redundant steps and close skill gaps.
- Coordinate across Finance, Workforce Management, Analytics, Quality, Training, IT, and Operations to sustain steady project delivery.
- Support capacity building through mentoring and best-practice sharing, improving team readiness for complex projects.

Hugo Technologies Lagos, Nigeria.
Project Coordinator ***December* 2024 - October 2025**

- Coordinated 4 projects, supporting up to 2 simultaneously across a combined headcount of 300+. Led 20+ team leads to optimize workflows, meeting 100% of SLA targets.
- Completed 4 workflows within a 4-week sprint, delivering 600k against a 500k target, 20% above expectation.
- Delivered clear project updates to stakeholders and proactively resolved risks, keeping cross-functional teams aligned.
- Developed staffing strategies, including absence management and contingency planning, to ensure 100% coverage during critical phases.
- Tracked performance metrics and built reporting systems that drove continuous improvement and boosted team productivity.

Hugo Technologies Lagos, Nigeria.
Team Lead, Quality Assurance ***October* 2023 - December 2024**

- Improved team quality by 10% within one month through root cause analysis and process optimization.
- Automated repetitive tasks, boosting productivity by 50%.
- Produced detailed performance reports using data analysis and visualization, improving transparency for clients and stakeholders.
- Conducted performance reviews and built centralized documentation. Helped sustain 100% SLA compliance and streamlined processes.

Hugo Technologies Lagos, Nigeria.
Associate Team Lead ***August* 2023 - September 2023**

- Led a team of data annotators, ensuring consistent, accurate, and timely deliverables. Met 100% of SLA targets.

- Generated and presented daily, midday, and weekly business reports to clients and managers, using data visualization to improve quality.
- Implemented data-driven decisions that improved team performance by 5%.

Hugo Technologies Lagos, Nigeria.
Quality Assurance Analyst ***March* 2021 - July 2023**

- Enforced technical procedures and quality guidelines for data annotators. Provided hands-on guidance on complex labelling scenarios to ensure consistent accuracy.

Hugo Technologies Lagos, Nigeria.
Data Annotator ***June* 2020 - February 2021**

- Contributed to data pipeline development and maintenance using computer vision.
- Provided feedback to improve labelling efficiency and data quality on product taxonomy projects.
- Annotated datasets using internal tools. Conducted periodic audits and task reviews to ensure accurate, organized data.

EDUCATION

University of Lagos Lagos, Nigeria.
Bachelor of Science (B.Sc. Honours), Economics **August 2024**
Second Class Upper

LEADERSHIP & VOLUNTEERING

Project Head & Co-Head | NESA Dinner and Awards Night **June 2023 - August 2024**

- Led fundraising and logistics for high-profile events, raising ₦3 million and cutting costs by 50%.
- Coordinated award promotions and department-wide engagement, reducing costs by 10%.

TRAINING & CERTIFICATES

- C2 Proficient English Certification, EF SET (EF Standard English Test) **March 2025**
- Project Leadership and Management Training; Talstack **February 2025**
- Financial Analysis and Financial Modelling Using Excel; Start Tech Academy **August 2023**
- Marketing Analytics, University of Virginia; Darden School of Business **June 2023**
- Foundation of Data Analytics Google **May 2022**
- Data Analytics; Side Hustle Cohort 5 Internship **May 2022**

SKILLS & INTERESTS

Technical Skills: Project Management, Data Analysis & Visualization.

Tools: Asana, Zoho, Notion, Airtable, Evernote, Trello, Monday.com, Slack, Google Workspace: Google Sheets, Google Apps Script, Google Looker Studio, etc.

Language: English (*Fluent*)

Interests: Technology, Finance, Politics, Fitness.

Core Competencies: Stakeholder Management, SLA Management, Process Improvement, Team Leadership, Capacity Planning, Risk Management, Cross-Functional Collaboration, Resource Allocation.