

BENEDICT BOAKYE ACKA

Senior Project Manager | Technology & Digital Transformation

PMP - PSM II (Scrum.org) - Six Sigma Black Belt - AWS Certified - Azure Certified - Agentic AI Certified

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PROFESSIONAL SUMMARY

Outcome-driven Senior Project Manager with 8+ years rising from Business Analyst to Senior PM across FinTech, digital banking, and platform modernization. Pair a strong analyst foundation with end-to-end delivery shipping customer-facing mobile banking, digital lending, and AI-powered customer experience products on AWS and Azure. Manage \$30M+ portfolios, lead multi-vendor delivery across four continents, and partner with engineering, product, and executive stakeholders to deliver measurable outcomes in regulated environments. PMP, PSM II, and AWS-certified; fluent in Agile, Scrum, and hybrid delivery.

CORE COMPETENCIES

- > Project & Program Management
- > Requirements Elicitation & Process Analysis
- > Regulatory Delivery
- > Agile, Scrum & Hybrid Delivery
- > Cross-Functional Team Leadership
- > OKRS, KPIs & ROI Measurement
- > Vendor & Contract Management
- > Budget, Scope & Risk Management
- > Executive Stakeholder Communication
- > PMO Standards & Governance
- > Power BI Dashboards & Reporting
- > Coaching & Mentoring
- > SaaS & Cloud Product Delivery
- > Continuous Improvement (Lean Six Sigma)

TOOLS & PLATFORMS

Delivery & PM: Jira - Confluence - Microsoft Project - Smartsheet - Azure DevOps - ServiceNow - Asana

Reporting & Analytics: Power BI - Tableau - Microsoft Excel (advanced) - SQL (read-level)

Cloud & DevOps: AWS - Azure - OpenShift - Terraform - GitHub Enterprise - Jenkins - Splunk - Dynatrace

Collaboration & BA: Microsoft Teams - Slack - SharePoint - Visio - Miro - Lucidchart

CERTIFICATIONS

- > PMP - Project Management Professional (PMI)
- > PSM II – Professional Scrum Master (Scrum.org)
- > AZ 900 - Certified Azure Cloud Fundamentals (Microsoft)
- > Certified Cognitive Project Management in AI
- > Lean Six Sigma Green Belt (ASQ)
- > AWS Solutions Architect- Certified Amazon Web Services Solutions Architect- Associate (Amazon)
- > ITIL 4 Foundation

PROFESSIONAL EXPERIENCE

FIDELITY BANK

Sept 2018 – Present – Full-Time

Senior Project Manager, Enterprise Programs (Promoted Jan 2022)

Jan 2022 – Present

- Directed \$15M Core Banking Upgrade Program (Oracle Flexcube 11.4 to 14.7) — leading 4 direct project managers across 4 parallel sub-projects (Data Cleansing & System Rationalization, Hardware Upgrade, Quality Assurance, and Application Upgrade & Implementation), orchestrating 6 external vendors (including Oracle, KPMG, and Profinch) and 30+ cross-functional stakeholders — delivering a planned cutover with zero data loss, full regulatory sign-off, 40% reduction in end-of-day batch processing time, and a modernized API foundation enabling subsequent digital product launches.
- Led enterprise implementation of Moody's Analytics CreditLens — a SaaS digital lending platform for Commercial and Corporate banking clients integrated with core banking, risk, and CRM systems — cutting loan origination cycle

- from 6 weeks to 10 days, lifting corporate client NPS by 27 points, reducing manual underwriting effort by 60%, and unlocking \$25M in incremental annual lending volume while strengthening audit and regulatory readiness.
- Led Azure cloud migration of 40+ mission-critical SQL Server databases (50TB) from on-premises to Azure Managed Instance — coordinating security hardening, performance testing, and cutover to deliver 99.99% availability, 35% query-performance gains, and 30% reduction in annual infrastructure run-costs.
 - Directed enterprise data center relocation from on-premises infrastructure to two third-party co-location facilities - establishing active-active multi-site redundancy, strengthening disaster-recovery posture, and reducing annual data center operating costs by an estimated 25%.
 - Led enterprise rollout of Dynatrace full-stack observability across all customer-facing channels (mobile, internet banking, ATMs, cards, APIs and customer onboarding portal) and the bank's IT infrastructure — instrumenting 200+ applications and 1,500+ nodes with APM, infrastructure, real-user, and digital-experience monitoring — reducing MTTR by 85%, cutting sev-1 incidents by 55% YoY, sustaining 99.99% digital-channel uptime, and lifting mobile banking NPS by 12 points through proactive issue detection.
 - Led implementation of the Bank's Enterprise Data Governance Framework and supporting platform in partnership with PricewaterhouseCoopers (PwC), establishing data ownership, stewardship, quality, lineage, and metadata standards across 12+ business domains and 500+ critical data elements (CDEs) — aligned to BCBS 239 and DAMA-DMBOK — lifting regulatory data accuracy to 99.6%, reducing data-related audit findings by 60% YoY, and accelerating regulatory report production cycle by 70%.
 - Led implementation of Microsoft Dynamics 365 Finance as the core accounting system for Fidelity Investment & Securities — delivered in partnership with Accenture, spanning General Ledger, Accounts Payable/Receivable, Fixed Assets, Cash & Bank Management, and Financial Reporting, and supporting trade-to-settlement accounting across \$1B+ in assets under management (AUM) and 8,000+ client portfolios — automating month-end close from 10 days to 3 days, cutting manual reconciliation effort by 70%, and elevating IFRS reporting accuracy and timeliness.
 - Built and chair the Enterprise PMO governance forum (28 active programs) and designed the Power BI delivery dashboard now used by the COO and CIO as the system-of-record for executive reporting.
 - Led implementation of the AWS-based Kukua AI Customer Service Agent — an enterprise conversational AI and NLP platform serving 250,000+ monthly customer interactions across web, mobile, WhatsApp, and voice channels — containing 68% of queries without human handoff, deflecting ~40% of contact-center call volume, lifting CSAT by 18 points, and delivering ~\$1.8M in annualized customer-service cost savings while enabling 24/7 availability.
 - Led implementation of the Fidelity Visa Prepaid Card program — launching a Visa-branded prepaid issuance and management platform integrated with core banking, card management, KYC, and Visa rails — issuing 150,000+ cards in year one across unbanked, underbanked, and corporate-payroll segments, processing \$80M in annualized transaction volume, generating \$1.2M+ in annual interchange revenue, and converting 22% of prepaid cardholders into full bank-account customers.
 - Mentor 4 project managers and 2 business analysts; 2 PMs promoted to Senior PM within 18 months and overall, on-time delivery rose from 74% to 91%.

Project Manager

Sept 2020 - Jan 2022

- Delivered 14 mid-sized IT and software projects end-to-end (\$300K-\$2.5M each) using Agile and hybrid methodologies, owning the full lifecycle from intake to closure.
- Led strategic extension of the Fidelity Mobile Banking App to non-bank customers — repositioning the app from a customer-only channel into an acquisition and engagement platform — onboarding 200K+ non-bank users in year one, lifting mobile NPS by 18 points, growing mobile-channel transaction revenue by 22% YoY, lowering customer acquisition cost (CAC) by 35%, and converting 12% of non-bank users to full bank customers within 12 months.
- Led nationwide rollout of a Banking Hall Queue Management System across 80+ branches serving 15,000+ daily customer visits — reducing average branch wait time from 45 minutes to ~12 minutes, lifting branch CSAT by 24 points, cutting customer walkouts by 60%, and embedding real-time queue, staff productivity, and service-mix analytics into the bank's branch operations playbook.

- Led implementation of Oracle Fusion HCM & ERP across 12 modules — including Core HR, Career & Requisition Portal, Talent & Performance Management, Expense, Procure-to-Pay, Supplier Portal, EBS Payroll, and Fixed Assets — serving 2,500+ employees and 1,000+ suppliers; consolidated 8+ legacy systems, cut monthly payroll cycle from 5 days to under 1 day, shortened financial close from 12 days to 5 days, and reduced procure-to-pay turnaround by 60%.
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- Led rollout of a unified provider-credentialing platform across 1,200+ providers in 11 facilities, cutting average credentialing time from 92 days to 31 days and recapturing an estimated \$4.1M in previously lost billable activity.
- Produced governance artifacts (project plans, RAID logs, status reports, change requests) aligned to PMO standards; selected as the PMO's lead PM for the most regulated workstreams within larger enterprise programs.
- Promoted to Senior Project Manager after consistently exceeding on-time and budget performance targets and demonstrating sustained executive-stakeholder credibility.

Senior Business Analyst (Promoted Aug 2019)

Sept 2019 - Jun 2020

- Led requirements elicitation and process analysis across 9 payer-side modernization engagements, partnering with claims, member services, provider relations, and IT to translate business needs into actionable functional and technical requirements.
- Mapped 40+ AS-IS and TO-BE process flows for a claims-adjudication platform replacement, surfacing \$1.8M in annual operational savings later realized after go-live.
- Authored business cases and BRDs that achieved a 92% first-pass approval rate at client steering committees - well above the firm's 70% benchmark.
- Mentored 2 junior business analysts on requirements practices, user-story decomposition, and stakeholder workshops; all 2 retained at the firm for 2+ years.

Business Analyst

Sept 2018 - Aug 2019

- Elicited and documented business, functional, and technical requirements through structured stakeholder interviews, workshops, and process walkthroughs for payer and provider clients.
- Built the requirements traceability matrix and UAT scripts for a Medicaid eligibility-engine implementation, contributing to a defect-free production cutover.
- Created Visio process maps, gap analyses, and use cases that became reusable templates adopted across 6 subsequent client engagements.

WEBLET SOLUTIONS

Sept 2020 – Dec 2025 - Part-Time, Concurrent

Project Engagement Advisor

Sept 2020 – Dec 2025

- Provide project-management advisory to small and mid-sized organizations on technology strategy, vendor coordination, governance, and implementation execution - delivered alongside full-time Senior Project Manager role at Fidelity Bank.
- Advised on 12+ digital and operational transformation engagements across financial services, professional services, and SME sectors - including PMO setup, vendor selection, business case development, and delivery governance.

EDUCATION

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| BSc., Computer Science - Valley View University, Ghana | 2017 |
| MEd. Administration and Leadership – Valley View University, Ghana | 2019 |
| MSc. Development Finance – University of Ghana, Ghana | 2022 |

RECOGNITION, COMMUNITY & LEADERSHIP

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- "Outstanding Program Delivery" Award, Project Management Institute (2023) - awarded annually to the top 1% of program leaders system-wide.
 - Conference Speaker, Project Management Institute PMI Kenya (2024) — presented on Enterprise Benefits Realization Framework for technology and digital transformation initiatives.
 - National PM Conference (2022) Speaker: Enterprise Benefits Realization Framework.