

Jonathan Arthur Van-Dyck

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PROFESSIONAL SUMMARY

Dynamic and outcomes-driven technology professional, adept at driving digital transformation initiatives and fostering a culture of innovation to achieve strategic business objectives. Committed to leveraging technology to solve complex challenges and deliver value that helps to achieve sustainable and transformative social change.

KEY SKILLS

Strategic Leadership | Project Management | Digital Transformation | Executive Communication | Information Security Management | Process Improvement | Vendor & Partner Management | Regulatory Compliance

WORK EXPERIENCE

Project Manager (LGT Impact Fellow), AMP Health, Remote, Ghana | Jul 2023 – Present

Responsible for identifying opportunities to enhance processes and developing solutions 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.

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.

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

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

- Spearheaded the development and execution of the company's technology strategy, aligning with business goals and market trends to drive innovation and sustainable growth.
- Implemented a new service delivery process, reducing issue resolution time by 23% and eliminating repeat help-desk tickets, which improved overall service delivery.

EDUCATION

PGD. Information System Management
Bachelor in Business Administration

University of Liverpool, UK
SMC University, Zug Switzerland

Oct. 2018
Oct. 2014

Certifications:

ISO 27001 LI, PCI Professional, Chartered IT Professional (CITP), ITIL, COBIT5, Project Manager E-Business

Enterprise Resource Planning (ERP): Ms Dynamics 365, Odoo ERP, Acumatica ERP

Programming Languages: Python, PHP/MySQL, HTML/CSS/XML

PM Tools: Ms Project, Trello, Jira, Asana, Wrike

INTERESTS

Reading, researching modern technology, travelling, training, and mentoring.