

# Busola Akinwumi

## Enterprise Technology Implementation & Change Leader

PMP · ITIL · COBIT · AZURE AI ENGINEER

**Email** [busola.a@bemicconsulting.com](mailto:busola.a@bemicconsulting.com) **Website** <https://busolaakinwumi.com>

**LinkedIn** [linkedin.com/in/busola-akinwumi](https://www.linkedin.com/in/busola-akinwumi) **Availability** Remote & on-site engagements

### CORE SKILLS

AI Strategy & Readiness Assessment

AI Adoption & Change Management (ADKAR)

Program, Project & PMO Leadership

IT Service Management (ITIL)

Agile & Scrum Delivery

Stakeholder Engagement & Executive Reporting

Vendor & SOW Management

Risk & Governance Management

Business Process Improvement

Digital Transformation Strategy

Microsoft Azure AI Implementation

Contact Center & Conversational AI Solutions

### PROFESSIONAL PROFILE

Enterprise Technology Implementation and Change Leader with 15+ years of experience delivering complex Information Technology (IT) and Information Systems (IS) initiatives across healthcare, financial services, insurance, telecommunications, government, and the public sector.

Specializing in the successful implementation of enterprise technologies, I help organizations bridge the gap between strategic objectives and operational execution. My experience spans ERP and enterprise systems, data and analytics platforms, communications technologies, digital transformation initiatives, AI-enabled solutions, and large-scale business modernization programs.

Known for translating business needs into actionable delivery strategies, I work at the intersection of technology, operations, and people, aligning executives, business stakeholders, and technical teams to achieve measurable outcomes. My expertise includes program and project leadership, implementation planning, governance, stakeholder engagement, risk management, and organizational readiness.

Complementing my implementation background with formal change management expertise and an ADKAR-based approach, I help organizations prepare for, adopt, and sustain new ways of working. By integrating change leadership into technology delivery, I reduce implementation risk, accelerate adoption, and improve realization of business value.

Developer of the ACTION™ Framework, a proprietary methodology that helps organizations assess readiness, align stakeholders, establish governance, manage transformation, and drive adoption across enterprise technology, digital transformation, and AI initiatives.

## AREA OF EXPERTISE

- AI & Conversational AI Implementation
- Contact Center Automation (IVR & Virtual Assistants)
- Security Operations Transformation
- Change Management & Organizational Adoption
- Healthcare AI Solutions
- Microsoft Ecosystem Projects (Azure, Copilot, Power Platform)
- Infrastructure & Data Warehouse Modernization
- PMO Governance & Delivery

## TOOLS

Microsoft Azure   Microsoft Foundry   Jira   GitHub   Confluence   SharePoint

Azure DevOps (ADO)   MS Project   MS Office Suite   Visio

## CERTIFICATIONS

### Project Management Professional (PMP)

#2007895 · Project Management Institute

### Certified Scrum Professional: Scrum Master (CSP-SM)

Scrum Alliance

### Certified Scrum Master (CSM)

Scrum Alliance

### COBIT 5 Implementation

#03739010-01-LXYT · ISACA

### Microsoft Certified: Azure AI Engineer Associate (AI-102)

Microsoft

### Change Management Certification

#2007895 · PROSCI

### Advanced Certified Scrum Master (A-CSM)

Scrum Alliance

### ITIL Certification

#5387040-20410200

### COBIT 5 Foundation

#03100500-01-GTXT · ISACA

### Microsoft Certified: Azure AI Fundamentals (AI-900)

Microsoft

## EDUCATION

M.Sc., Information Systems

Post Graduate Diploma, Project Management

B.Sc., Computer Science

## CLIENTS & PREVIOUS EMPLOYERS

Microsoft   KPMG   Canada Life   CRA   Bluechip Technologies   Bell Canada   CBA

Sotera Health   Assiniboine Credit Union   Manitoba Institute of Trades and Technology   BEASAM

## PROFESSIONAL EXPERIENCE

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### **Microsoft — Senior Technical Program Manager**

*Conversational IVR, Generative AI & Virtual Assistants (VA)*

Led technical program management across conversational IVR, generative AI, and virtual assistant initiatives, aligning engineering, design, and business stakeholders from design through production rollout.

### **Canada Life — Scrum Master, Agile Delivery**

*Enterprise Security Programs*

Served as Scrum Master across enterprise security programs, facilitating agile delivery and removing blockers for cross-functional security teams.

### **Bell Canada — Senior Project Manager, Public Sector Infrastructure Projects**

*Unified Communications, IPVPN & WLAN*

Managed unified communications, IPVPN, and WLAN infrastructure projects delivered for public sector clients.

### **Bluechip Technologies — Project Manager & Business Analyst**

*Data Warehouse & Business Intelligence*

Managed delivery of a data warehouse and business intelligence initiative, translating business requirements into improved enterprise reporting and analytics.

### **Sotera Health — Senior Project Manager & IT Consultant**

*PMO Transformation*

Led a PMO transformation initiative, strengthening program governance and delivery discipline.

### **KPMG — Senior Consultant**

*ERP for a Financial Institution*

Supported an ERP implementation for a financial institution, bridging client business teams and the delivery team on requirements, scope, and business readiness.

### **CRA (Canada Revenue Agency) — Agile Coach**

*Digital Tax Services Modernization*

Coached agile delivery teams on the Digital Tax Services Modernization program, improving sprint discipline and delivery maturity across multiple teams.

### **Assiniboine Credit Union — Project Manager & Business Analyst**

*IVR Implementation*

Led IVR implementation end to end, managing delivery and translating business requirements into solution design.

### **CBA — Senior Project Manager**

*Website Upgrade*

Led delivery of a website upgrade initiative.

### **BEASAM — Project Manager**

*Service Desk Customer Application Implementation*

Managed delivery of a service desk customer application implementation, overseeing scope, timeline, and stakeholder coordination from initiation through go-live.

For more information, visit <https://busolaakinwumi.com>