

UGONNA ONYIKE

Edmonton, Alberta, Canada · 780-246-2088 · ugonnaonyike@outlook.com

Program and operations specialist with progressive experience across banking, immigration services, fintech, real estate, project delivery, property consulting, and public-health programs. Coordinates complex workflows, interprets policy and compliance requirements, and turns detailed information into clear reports, dashboards, correspondence, and recommendations for decision-makers.

Trusted cross-functional partner recognized for resolving issues, building practical operating procedures, guiding multidisciplinary teams, and improving service delivery. Combines stakeholder engagement, client relationship management, analytical judgment, and hands-on execution in deadline-driven environments.

CAREER HIGHLIGHTS

- **Operational Design & Continuous Improvement:** Helped establish standard operating procedures for TD's newly created Deal Release Officer function and led defect analysis that informed procedural improvements.
- **Commercial Project Delivery:** Co-developed the Farm Banking concept, negotiated the acquisition of a 25-hectare palm farm, and directed a campaign that sold all available plots within eight weeks.
- **Technology-Enabled Field Leadership:** Served as the primary digital-reporting resource for UNICEF field teams, training colleagues on eForms, resolving technical issues, and supporting accurate live reporting.

SKILLS

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| • Stakeholder Engagement | • Conflict Resolution |
| • Operations & Workflow Coordination | • Negotiation |
| • Strategic Relationship Management | • SOP Development |
| • Executive Briefings | • Executive Communications |
| • Project Management | • Process Improvement |
| • Research & Analysis | • Risk Assessment |
| • Policy Interpretation, Risk & Compliance | • Public Engagement |
| • Cross-functional Collaboration | • Strategic Planning |
| • Issues Management | • Microsoft 365 |
| • Community Engagement | • SharePoint |
| | • Adobe Creative Suite |

PROFESSIONAL EXPERIENCE

TD Bank - Operations Officer II (Deal Release & Prefunding Officer)

May 2025 – Present

- Interpret over 100 complex lending documentation daily while ensuring compliance with internal banking policies, regulatory requirements and risk controls.
- Research complex mortgage, collateral and lending issues to provide sound recommendations supporting operational decision-making, leading to at least 30 Canadians owning homes daily.
- Coordinate complex operational matters involving legal firms, financial institutions, internal business units, and external stakeholders.
- Build productive relationships with multiple partners while balancing regulatory requirements, client needs, and operational priorities.
- Analyze complex information, identify operational risks, and recommend appropriate solutions to support management decisions.
- Identify bottlenecks and recommend streamlined workflows that strengthen efficiency, governance and compliance.
- Collaborated on foundational SOPs for the newly created Deal Release Officer role and led a team review of business-model defects and inefficiencies.

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Key Achievements

- Consistently trusted to manage high-priority files requiring investigation, stakeholder coordination, critical analysis, and sound decision-making under tight timelines.
- Contributed to procedural improvements supporting operational efficiency and service quality.

Landlord Realty - Project Manager (Palm Estate)

Feb 2024 - May 2025

- **Concept Development:** Co-developed and launched the Farm Banking concept, enabling clients to combine land ownership with passive-income opportunities.
- **Acquisition & Financing:** Negotiated and acquired a 25-hectare palm farm and structured presale financing to support operating costs.
- **Go-to-Market Leadership:** Designed and directed digital, print, event, inspection, and business-dinner campaigns that sold all plots within eight weeks.
- **Sales Enablement:** Produced marketing collateral, supported proposals and forecasts, handled RFPs, and coordinated client follow-up timelines.
- **Team & Stakeholder Coordination:** Mentored property agents and facilitated onboarding, project briefings, investor relations, and cross-unit status updates.

Key Achievement

- Contributed to the successful sale of 50 Palm Estate plots within eight weeks.
- Coordinated multiple stakeholders and service providers supporting a 25-hectare agricultural real estate development project.
- Helped establish operational frameworks supporting project delivery, reporting, and performance monitoring.

Avvic Group - Business Consult & Operations Manager

Sep 2023 - Feb 2024

- **Sales & Partnership Development:** Led SaaS sales initiatives and established B2B partnerships, client relationships, and campaign-execution channels.
- **Performance Management:** Tracked KPIs, managed feedback loops, and prepared escalation reports to guide senior-level decisions and service improvements.
- **SME Advisory:** Mentored small and medium-sized enterprises and developed practical marketing plans to strengthen service delivery and growth.
- **Communications & Data Handling:** Prepared policy-aligned communications and supported privacy-conscious handling of client information.
- **Marketing Leadership:** Guided marketing specialists and coordinated digital outreach projects designed to improve engagement and conversion.

Key Achievement

- Successfully guided organizations through operational challenges by combining research, analysis, stakeholder consultation, and practical problem-solving.

Hamatan Limited – Operations Manager

Sep 2020 – Sep 2023

- Conducted detailed analysis of operational and business data to identify trends, risks, issues, and improvement opportunities.
- Investigated performance concerns and developed evidence-based recommendations for management.
- Prepared analytical reports and summaries supporting strategic and operational decisions.
- Gathered, organized, and interpreted information from multiple sources to support business objectives.

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ADDITIONAL EXPERIENCE

Playjoor Africa – Project Supervisor

Jan 2019 – Sep 2020

- **Schedule & Workflow Management:** Managed project timelines, deadlines, reporting, and delivery workflows to keep initiatives on track.
- **Community & Brand Growth:** Designed and hosted community events, developed scalable engagement models, and led multi-platform campaigns to strengthen acquisition and retention.
- **Investor Communications:** Prepared and delivered business pitches to venture capitalists and investors, contributing to successful funding efforts.
- **People Coordination:** Led workforce planning, volunteer and talent onboarding, and outreach initiatives across tertiary institutions.
- **Stakeholder Alignment:** Maintained clear communication among project stakeholders and teams, supporting consistent objectives and execution.

Federal Capital Development Authority (FCDA)

Apr 2016 - Jan 2019

- Interpreted legislation, planning policies, regulatory frameworks, and land-use requirements affecting development projects.
- Conducted feasibility studies, policy reviews, economic assessments, and investment analyses.
- Prepared technical reports, recommendations, valuation reports, and advisory documentation.
- Coordinated stakeholder consultations involving government agencies, investors, property owners, and community representatives.
- Evaluated regulatory, economic, operational, and planning considerations impacting project viability and decision-making.

UNICEF - Program Supervisor (Maternal and Newborn Child Health Program)

Sep 2012 - Apr 2016

- **Field Program Monitoring:** Monitored immunization and inoculation activities in health centres, primarily serving rural communities.
- **Training & Technical Support:** Mentored healthcare workers, trained teams to use UNICEF eForms on tablets, and served as the primary resource for digital-reporting troubleshooting.
- **Reporting & Data Quality:** Prepared detailed daily reports covering interventions, supplies administered, inventory status, compliance, and program performance.
- **Logistics & Inventory:** Coordinated field logistics, monitored medical supplies, and supported accurate, timely deployment of program resources.
- **Issue Resolution:** Addressed field-level problems while maintaining alignment with health policies and response standards.

VOLUNTEERISM

Executive Secretary / Operations Support

Apr 2023 - Present

InduzeTech Foundation

- Coordinate strategic initiatives, governance activities, stakeholder engagement efforts, and organizational projects.
- Prepare executive briefings, reports, meeting documentation, recommendations, and strategic communications for leadership.
- Conduct research and information gathering to support organizational planning and decision-making.
- Track project progress, monitor deliverables, coordinate stakeholders, and support continuous improvement initiatives.
- Facilitate communication between leadership, volunteers, community partners, and external stakeholders.

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Volunteer Producer

April 2026 – Present

- Volunteer producer for an ad-free podcast delivering evidence-based immigrant assimilation programs fostering cohesive and adaptive living in a new country.

EDUCATION & CERTIFICATION

University of Nigeria (UNN)

BSc (Hons) Estate Management and Valuation

Sept 2010 – July 2015

California Institute of the Arts

Certificate: Visual Elements of User Interface Design

Dec 2022

LearnKartS

Project Management Fundamentals

May 2026

Project Management Institute

Project Management Professional (PMP)

In Progress

PUBLICATIONS & SELECTED ARTICLES

Ugonna Onyike. - <https://buff.ly/3TRbJTn>

22 March 2014

Suggested Taxation Policy to be Instituted in Orumba North L.G.A, Anambra State.

Ugonna Onyike - Dissertation

08 Sep 2015

An Examination of the Problems and Prospects of Regulating Real Estate Agency Practice in Nigeria

COMMUNITY ENGAGEMENT & LEADERSHIP

- Hosted multicultural workplace events, leading live engagement and fostering inclusive team environments
- Active member of the Colleague Experience Committee at TD, contributing to team engagement and culture initiatives
- Supported coordination and execution of internal initiatives aimed at improving team experience and performance