

Temi Ortiz

temioritse.o@gmail.com | [linkedin.com/in/temi-o-a1931823a](https://www.linkedin.com/in/temi-o-a1931823a)

CAREER PROFILE

Experienced Technical Program Manager and Delivery Lead with 8+ years driving large-scale, cross-functional technology programmes across fintech, telecommunications, and enterprise technology. Certified in PMP, SAFe, and Scrum, with a track record of owning programme operating models, managing multi-vendor and multi-squad delivery, and aligning complex initiatives to business and regulatory outcomes. Proven ability to manage critical path risks, chair governance forums, and communicate delivery status to senior and executive stakeholders. Passionate about scaling agile delivery, building high-performing teams, and ensuring programmes are audit-ready without sacrificing pace.

CERTIFICATIONS

- Project Management Professional (PMP)
- Professional Scrum Master (PSM 1 & 2)
- Certified SAFe 6.0 Scrum Master (SSM)
- Professional Scrum Product Owner (PSPO 1)

TECHNICAL SKILLS

- **Agile Frameworks:** SAFe, Scrum, Kanban, Lean, XP, Agile Release Trains (ARTs), Lean Portfolio
- **Management DevOps & CI/CD:** DevOps practices, CI/CD pipelines, TDD/BDD, Automation, AWS, Oracle
- **Cloud Programme Tools:** Jira, Jira Align, Azure DevOps, ServiceNow, VersionOne, MS Project
- **Data & Reporting:** Tableau, Power BI, Smart Sheet, Monday.com, Clickup, KPI Tracking, Story Mapping, Customer Journey, Rovo AI
- **Mapping Collaboration:** Miro, Mural, MS Teams, Zoom, Confluence, SharePoint, Slack, Trello, ITIL
- **Cybersecurity:** Splunk, Wireshark, Kali Linux

PROFESSIONAL EXPERIENCE

Technical Program Manager | Delivery Lead (Remote)

Flutterwave, California, US | Sept 2022 – Present

- **Programme Governance:** Own the delivery operating model across a portfolio of cross-functional initiatives; including third-party rail integrations and product expansion programmes driving intake, prioritisation, dependency management, and executive reporting.
- **Multi-Vendor Coordination:** Manage delivery across internal engineering squads and external partners, ensuring alignment on milestones, accountability, and risk escalation across workstreams.
- **AI Platform Delivery:** Partnered with the data team to deliver an in-house AI assistant integrated into Slack, enabling company-wide self-serve access to project and organisational knowledge; managing cross-functional delivery from model training through to internal deployment.
- **Regulatory & Compliance Delivery:** Oversaw feature rollouts within regulated environments, ensuring delivery artifacts, change governance, and milestone documentation met internal audit and compliance standards.
- **Platform Scaling:** Oversaw AWS to Azure cloud migration, introducing infrastructure standardisation that improved platform performance and scalability across key product lines.
- **High-Impact Deployment:** Successfully deployed 20,000+ POS terminals, increasing transaction volume by 30% across key merchant locations and driving a 40% increase in customer acquisition.

Technical Program Manager Lead (Remote)

BT Group, London, UK | July 2023 – June 2025

- **Programme Ownership:** Led the delivery operating model across six cross-functional squads (32+ engineers) building an internal developer platform owning the programme schedule, squad dependencies, escalation paths, and delivery reporting

to senior stakeholders.

- **Critical Path & Risk Management:** Managed cross-squad dependencies and critical path risks across DevOps, SRE, and platform engineering workstreams, consistently meeting quarterly release milestones.
- **Stakeholder & Governance:** Chaired programme governance forums and delivered structured delivery status updates to senior leadership, maintaining an 80% on-time delivery rate across the programme.
- **Platform Delivery Outcome:** Enabled 500+ engineers to deploy applications from idea to production in under 12 minutes, with CI/CD pipeline optimisation increasing platform scalability by 50%.
- **Multi-Vendor & Security Integration:** Coordinated with external vendors and engineering teams to embed security best practices (Splunk, Wireshark, Kali Linux) into CI/CD pipelines, enhancing risk detection and audit readiness.

Freelance Project Manager/Contractor Consultant (Remote)

Distributed, UK | July 2023 – Feb 2026

- **PMO Governance:** Led end-to-end PMO setup for new client engagements, including SOPs, project plans, and governance frameworks for employee and contractor teams
- **Budget and Resource Management:** Managed project budgets and resourcing, tracking cost vs. revenue and maintaining client-facing reporting on delivery health
- **Contractor Payroll Oversight:** Oversaw timesheet and payroll processes for contractor engineers, ensuring accurate and timely payment
- **Staff Platform Delivery (Worknest):** Delivered an internal staff management platform (Worknest) with integrated AI portal, streamlining timesheets, leave, and task tracking
- **AI Assistant Delivery (Williams Lea):** Managed delivery of an AI-powered email and calendar assistant for their Legal practitioners.

SAFe Scrum Master (Remote)

MTN, South Africa | Nov 2021 – Sept 2022

- **Large-Scale Programme Coordination:** Orchestrated delivery across 19 countries via Scrum of Scrums, managing cross-team dependencies, surfacing risks, and driving resolution across a globally distributed programme.
- **Governance & Change Management:** Owned the change request and governance process — ensuring all proposed changes were assessed, documented, approved, and traceable, minimising deployment risk at scale.
- **Regulatory Readiness:** Coordinated multi-country regression testing and release governance, ensuring all deployments met quality and compliance thresholds before go-live.
- **Scaled Agile Execution:** Facilitated PI Planning, System Demos, and Inspect & Adapt sessions across the Agile Release Train, maintaining quarterly alignment with programme goals.
- **API Programme Delivery:** Delivered APIs for MTN's global MAD programme, increasing engagement across MTN apps, Facebook, and WhatsApp across 19 African markets.

Agile Project Manager (Hybrid)

Alat by Wema | Jan 2020 – Oct 2021

- **Agile Implementation:** Applied Agile methodologies to develop a banking application, resulting in 30% reduction in sprint cycle times and meeting all regulatory requirements.
- **Continuous Improvement:** Fostered a culture of improvement through sprint planning, backlog refinement and daily stand-ups.
- **Quality Assurance:** Embedded robust testing strategies including TDD & CI, resulting in a 20% decrease in bug frequency.

Associate Project Manager (On-site)

Terragon Group, Lagos | Sept 2016 – Nov 2019

- **Project Management Excellence:** Managed marketing campaigns, achieving a 95% on-time completion rate and increasing client retention by 40%.
- **Documentation & Knowledge Sharing:** Maintained comprehensive project documentation in Confluence/SharePoint, enhancing communication and knowledge retention.

EDUCATION

- **Obafemi Awolowo University, Nigeria** — Bachelor's Degree
- **Product Dive, London** — Product Management Certification
 - API-Led Technical Product Training Program
 - Growth Product Management Program
 - Product Management Blue-Print Program