OLUDEMI-ADELAIYE TSARDAV

IT & CYBERSECURITY CONSULTANT | IT SERVICE MANAGEMENT | INFRASTRUCTURE

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PROFESSIONAL SUMMARY

IT and cybersecurity consultant with more than ten years in IT service management, infrastructure and technology strategy, from L2 support in 2015 to principal IT and digital partner to NASENI, Nigeria's National Agency for Science and Engineering Infrastructure. I build IT strategies, service frameworks and security postures that organisations depend on: incident management against SLAs, root-cause analysis, IT capability assessments, and compliance with GDPR, NDPR, ISO and PCI DSS. CNSS certified since 2021, with an MSc in Automation & Computer-Integrated Technologies and current product leadership at Rolla Pay, a FINTRAC-registered money services product.

IT, SECURITY & SERVICE MANAGEMENT EXPERIENCE

Principal IT & Digital Partner (via Cyzygy Digital) | **NASENI** ***Nov 2025 – Present***

- Serve as institutional and principal IT and digital partner to NASENI and affiliated entities including the NASENI Innovation Hub and NASENI-Troment Biotechnologies.
- Supported the FutureMakers campaign and was instrumental in founding the NASENI AI Unit: web development, technology and role-stack advisory, and structured recruitment support.

Interim Engineering Lead (Contract) | **AfriHealth** ***May 2022 – Jul 2022***

- Defined and documented the structure for work planning and reporting and implemented it across the team.
- Planned cost-effective use of technology for project management, drafted the company's IT capability documentation and established a framework for its ongoing development.

IT & Product Manager (Consulting) | **JemiEats** ***Aug 2021 – Mar 2023***

- Owned IT strategy end to end: policies, procedures, timelines, resourcing and budgets aligned to the long-term business vision.
- Assessed and documented the company's IT capability against present and future needs, and established the product development lifecycle.
- Contributed across research, design, recruitment and WordPress development, and drove flagship features including Group Ordering and Scheduled Ordering with detailed PRDs.

Founder & Lead IT Consultant | **The Crore Solutions Company** ***Dec 2018 – Aug 2023***

- Led IT strategy, infrastructure and delivery for clients across fintech, food tech, healthcare and media; created strategies, policies and proposals and translated business objectives into technical specifications.
- Kept service delivery dependable with timelines, Gantt charts and roadmaps, and built long-term client relationships.

Co-Founder & CTO | **Fresh Nazaar** ***Mar 2020 – Apr 2021***

- Designed and managed internal architecture and infrastructure for a grocery logistics app, and implemented cybersecurity measures across technology, people and process.
- Ensured compliance with GDPR, NDPR, ISO and PCI DSS while owning the full technical stack from idea to launch.

IT Service Delivery Manager | **Geeki Support** ***Feb 2019 – Nov 2020***

- Managed the IT support services team against SLAs with high client satisfaction; led incident management from first contact to resolution, minimising service disruption.
- Oversaw daily operations and client relationships, and analysed service delivery performance to drive operational improvements.

IT Service Manager | **Tekinology** ***Jan 2018 – Oct 2018***

- Directed the IT service team on infrastructure reliability and actionable resolution planning; defined and communicated SLAs with the business team.
- Performed root-cause analyses and implemented proactive measures that reduced downtime.

L2 Support Technician | **Tekinology** *Sep 2015 – Dec 2017*

- Owned escalated technical issues end to end across hardware, software and network environments for clients including Nexant, Pelfaco, Laptops4Learning and the Itori-Ewekoro LG Secretariat, with documentation that improved response times and service consistency.

PRODUCT & DELIVERY EXPERIENCE

Project & Product Lead | **Rolla Pay** *Jan 2026 – Present*

- Lead project and product for Rolla Pay, a FINTRAC-registered money services product; took it from development to launch in about three months, after which it processed more than $500,000 in its first three months live.
- Own the roadmap with the founders, the specs engineering builds from, and the onboarding, KYC and compliance workflows; hired the team and built QA from nothing.

End-to-End Solutions Developer (No-Code/Low-Code) | **Elite Software Automation** *Jul 2023 – Jun 2024*

- Built automated systems for insurance and healthcare clients on Zoho, n8n and NocoDB, owning design, platform choice, deployment and testing end to end.

Product Quality & Delivery Manager (Consulting) | **Moniger** *Nov 2024 – Oct 2025*

- Owned the quality gate between development and production for a fintech product team: requirement clarification, release validation, defect tracking and post-release support.

Product Manager | **FTX** *Sep 2021 – Nov 2022*

- Specified order placement, order management and advanced order types (scale and TWAP) for the spot and futures trading experience of a live, high-volume crypto exchange.

Product & Project Manager (Consulting) | **AlumUnite** *Sep 2021 – Oct 2025*

- Owned product delivery across a four-year embedded engagement, shipping acquisition and engagement features and hiring and training the team that runs it today.

EDUCATION

MSc, Automation & Computer-Integrated Technologies | V.N. Karazin Kharkiv National University *2021*

BSc, Industrial Mathematics (Applied with Computational Option) | University of Lagos *2017*

COMPETENCIES, SKILLS & TOOLS

Technical Operations & IT Service Management: ITIL · SLA Management · Incident Management · Root Cause Analysis · Service Delivery · Infrastructure Support · AWS, Git, GitHub

Security & Compliance: Network Security · Cybersecurity Controls (Technology, People, Process) · GDPR · NDPR · ISO · PCI DSS · Backup & Recovery

AI, Automation & Digital Transformation: Business Process Automation · Workflow Orchestration · No-Code/Low-Code · API Integration · AI-assisted Delivery · Prompt Engineering · n8n, Zoho (CRM, Desk, Books, Flow), NocoDB, Customer.io, Cal.com

Strategic Business & People Leadership: Stakeholder Management · Executive Communication · Team Leadership · Recruitment & Workforce Planning · Business Analysis · Process Improvement · Vendor Management

RELEVANT CERTIFICATIONS

- **Certified Network Security Specialist (CNSS)** | International Cybersecurity Institute, ICSI (2021)
- **DevOps on AWS Certification** | Amazon Web Services (2021)
- **IBM Microservices Certification** | IBM (2019)
- **AI Workflow Certification** | IBM (2019)
- **Google Project Management Certification** | Google (2022)
- **Agile Development Specialization** | UVA Darden School of Business (2021)