



'Deji Craig

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ABOUT ME

Experienced operational management professional with a proven track record in optimizing processes, driving efficiency, and enhancing team performance. Committed to fostering continuous improvement & achieving company goals. A seasoned Lecturer in Business Management, FinTech, Operations Management, Supply Chain Management and Sustainability.

WORK EXPERIENCE

🏢 **Idea College – Mosta, Malta**

Senior Lecturer

[02/04/2023 – Current]

Lecture MBA/Msc Students on Organisational Behaviour

Lecture Msc Student on Operations Management

Lecture Msc students on Innovative and Alternative Financing

Lecture Msc students on Introduction to Financial Technology

Lecture Students on Supply Chain Management

Lecture Students on Strategic Management

Develop the content based on objectives of scheme of works

Adopt various teaching strategies/learning experiences for students

Serve as a content resource person to students and idea academy as a whole

Develop power point presentations for lectures

Provision of an assessment brief

Ensure students attendance

Assess student's work and providing constructive feedback on the student portal following completion of the internal verification process

Encourage student to complete student feedback form etc

🏢 **GBSB Global Business School – Birkirkara, Malta**

Senior Lecturer (Part Time)

[01/11/2025 – Current]

Lecture the students on Disruptive Technology

Develop the content based on objectives of scheme of works

Adopt various teaching strategies/learning experiences for students

Serve as a content resource person to students and idea academy as a whole

Create all digital contents necessary for actual delivery

Provision of assignment and examination questions for the students

Plan and ideate all teaching activities etc.

🏢 **Yhank Institute – Ta'xbiex, Malta**

Senior Lecturer (Part Time)

[15/03/2025 – Current]

Lecture Msc in Economics, Technology and Innovation students
Lecture the students on Economics of Innovation
Develop the content based on objectives of scheme of works
Create all digital contents necessary for actual delivery
Adopt various teaching strategies/learning experiences for students
Serve as a content resource person to students and idea academy as a whole
Develop power point presentations and lecture videos for the students
Provision of assignment and examination questions for the students
Plan and ideate all teaching activities etc.

 **School of Business Management – St Julians, Malta**

Visiting Business Lecturer

[01/03/2023 – 30/11/2023]

Teach Higher Education Business Students
Supervision of undergraduate business projects/thesis Mark and grade students accordingly
Ensure students maximum success through effective tutoring
Adopt various teaching strategies/learning experiences for students
Serve as a content resource person to students and idea academy as a whole
Develop power point presentations for lectures Provision of an assessment brief
Ensure students attendance
Assess student's work and providing constructive feedback on the student portal following completion of the internal verification process
Encourage student to complete student feedback form

 **ctPark Limited – San Gwann, Malta**

Operations and Facility Coordinator

[01/01/2023 – 31/12/2023]

Plan, oversee and coordinate the daily operations of the company
Formulate and implement company policies and plan the use of human resources and materials
Manage the performance of the business units.
Track and reports critical supply and demand metrics
Work with the Director of Operations to regularly forecast and set goal for the diverse business operations
Communicate and co-ordinate the activities and interactions of the Customer Engagement Centre, the Service Team, Technical Specialists to ensure timely resolution, quality control and process feedback
Arranging and assisting with the on-boarding of new employees and continuous training of existing ones
Coordinate, schedule and monitor attendance of the diverse operations teams, setting up and confirming work schedule and reconciling them with time-records
Assist with Project management by creating assignment, tracking progress and resolving issues
Preparing and maintaining operations documents and reports
Maintain inventory and logistics and coordinate the supply chain of spare parts to minimize downtimes.

FACILITY RESPONSIBILITIES

Prepare weekly facility usage/occupancy reports according to established KPIs
Submit end-of-month reports as required for the determination of the relative facility revenue fee
Co-ordinate preventive maintenance and repairs programmes on all facility equipment and installations under the operator's responsibilities
Perform regular onsite visits as determined by the Director of Operations to identify general corrective maintenance as necessary for proper upkeep and maintenance of various equipment, installations, fixture and accessories
Report deficiencies and recommend areas for improvement to management
Liaise with facility owner's representative as necessary and especially in relation to the performance of the owner's obligations under the management agreement

Co-ordinate the training and provision of Parking Marshalls if and when necessary
Direct and Manage any facility emergencies if any.

 **ctPark Limited** – San Gwann, Malta

Customer Engagement Representative

[25/09/2021 – 31/12/2022]

Assist customers and resolving issues over the phone, social media and other communication channels;
Handle inbound phone calls from customers troubleshooting and resolving advanced technical issues, assisting with account information, educating customers on purchasing information, or account authorization and process refund requests;
Escalate, log, track and ensure closure of technical problems, bugs, service deficiencies and quality issues with contractors, service providers, license partners, manufacturers as the case may be;
Demonstrate benefits to customers on different media channels and on sites (events, fairs, exhibitions, etc)
Handle and monitor the operating systems diligently and with adequate care keeping customer information up-to-date;
Ensuring transactions are accounted for and double-checking information to ensure that client transactions are well recorded and monitored;
Liaise with the Service, Technical and Operations Teams to ensure that the service runs smoothly and to the highest standards;
Proactively carry outbound calls to market and promote services or to engage with customers;
Draw and compile reports as directed by Management;
Co-ordinate marketing/promotional events as necessary;
Train other Customer Engagement Representatives on the company's systems, services and equipment;
Promote the company's business and its activities;
Work towards achieving the company's set financial targets.

 **Pagatech Limited (Fintech)** – Lagos, Nigeria

Business Development Executive

[06/08/2012 – 31/01/2015]

Business Development activities in a fintech company
On-boarding of new clients for the company
Collection of KYC documentation from new clients
Liaise with clients on company AML and KYC requirements
Maintain high level of customer satisfaction
Training new clients of the company on risk compliance
Develop Sales Strategies for my region
Developing strategies on how to mitigate customer risk
Pitch Sales to new and prospective clients
Escalate all clients complaints to necessary department for prompt resolution
Analyse regional risk prospects in respect to company growth
Train new clients on payment gateway usage and benefits
Creation of more customer touch points
Supervise new clients growth and satisfaction
Report weekly on Agents and personal activities etc

EDUCATION AND TRAINING

Doctor of Philosophy (PhD)

University of Malta [01/06/2025 – Current]

City: Msida | Country: Malta | Website: <https://www.um.edu.mt>

Doctoral Fellow, Human Resources Management and Services

Chartered Institute of Human Resource Management [01/05/2022 – 15/11/2024]

City: Lagos | Country: Nigeria | Level in EQF: EQF level 8

Doctorate of Philosophy

Middlesex University [01/05/2020 – 25/11/2024]

City: London | Country: United Kingdom | Website: www.mdx.ac.uk | Field(s) of study: Business Administration
| Level in EQF: EQF level 8

Master of Art in International Business Management

Middlesex University [23/08/2019 – 16/10/2020]

City: Pembroke | Country: Malta | Level in EQF: EQF level 7

International Human Resources
Management Analytics
Management of Multinational Organisations
International Business Strategy
Trade and Multinational Enterprise
Cross-Cultural communication and Global brand marketing
Management in a Globalized context
International Business Management Research

Master of Science in Banking and Finance

University of Ibadan [15/01/2014 – 16/11/2015]

City: Ibadan | Country: Nigeria | Level in EQF: EQF level 7

Monetary Theory and Policy
Quantitative Methods in Finance
Managerial Economics
Operation Research
Financial Management
Financial Systems
Bank Lending and Credit Administration
Management Information Systems

Proficiency certificate in Sales

Glowinkowski International [18/12/2013 – 22/12/2013]

Address: Munich Germany, Munich (Germany)

Proficiency in Management

Nigerian Institute of Management [01/03/2011 – 25/07/2011]

Country: Nigeria

Proficiency in Debt Management

Institute of Debt Recovery Practitioners of Nigeria [02/03/2011 – 30/06/2011]

Country: Nigeria

LANGUAGE SKILLS

Mother tongue(s): English

SKILLS

Outlook / Microsoft Office / Microsoft Excel / Google Drive / Social Media / Power Point / Microsoft
Powerpoint / Google Docs / Zoom / Salesforce

PUBLICATIONS

[2018]

Fundamentals of Finance Educational Textbook for undergraduate and Professional students on Introduction to Finance

Project March Publishers

[2019]

Public Sector Accounting Academic Textbook for undergraduates and professional students on Public sector Accounting

Project March Publishers

[2015]

The Impact of Cashless policy on Nigerian Banking sector A research work focusing on the effects of going cashless (Fintech) on Banks in Nigeria. The research work was conducted and submitted to the Economics Department of the University of Ibadan, Nigeria.

Research Thesis

[2020]

Performance Management system and Employees satisfaction in Fintech Industry A research conducted on Fintech companies in Malta and submitted to the Department of International Business Management of the Middlesex University.

Middlesex University

JOB-RELATED SKILLS

Job-related skills

good command of risk control processes (previously responsible for risk management)

mentoring skills (as a business development manager, i was responsible for training and induction of the new business development staff posted in my team)

Specially trained and certified on effective sales skills by Glowinkowski International

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

good communication skills gained through my experience as a sales/ business developer

excellent contact skills with professionals gained through my studies and previous work environment

professional relationship skill in cross cultural environment gained through my studies in Middlesex with the availability of different nationalities

ORGANISATIONAL SKILLS

Organisational skills

leadership (previously responsible for a team of 10 people in Contec Global)

good team-leading skills gained as Junior Chamber volunteer coach