

Eyitayo Iyortim

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Organisational Transformation Expert

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PROFILE SUMMARY

A dynamic and accomplished C-level Executive adept at navigating the complexities of technology, governance, organizational development, and HR services with over 30 years of experience. Currently serving as the Chairperson of the Executive Board at the Africa Top-Level Domains Organisation (AFTLD), this individual excels in driving capacity development initiatives across 32 African countries.

Having previously held the role of Chief Operating Officer at the Nigeria Internet Registration Association (NiRA) and founded Talent Urbanity Ltd, bringing a wealth of experience in implementing strategic initiatives, leading process re-engineering projects, and optimizing staff productivity. Their ability to seamlessly coordinate participation in national, regional, and global initiatives underscores a dedication to fostering collaboration and driving policy implementation. Some achievements include forging successful collaborations with accredited registrars, delivering substantial financial savings through operational process reviews, and orchestrating client selection processes resulting in zero staff turnover.

With an education background of Organizational Psychology, and certifications in life coaching and CBT coaching, she possesses a deep understanding of human behavior and organizational dynamics. Recognized with awards such as the SAP Education Africa Award for Excellence, there is a clear commitment to delivering excellence in customer satisfaction and project delivery.

PROFESSIONAL EXPERIENCE

Africa Top-Level Domains Organisation (AFTLD)

Chairperson, Executive Board

June 2024 – Present

Vice-Chairperson, Executive Board

October 2022 – June 2024

Leveraging wealth of experience and network, driving the growth of the Domain Name Industry in Africa

Estimated Budget: \$600,000

- Oversee strategic initiatives to enhance collaboration and governance within the African domain name industry, resulting in improved coordination among member organizations and increased stakeholder engagement.
- Enhance the capacity-development across country code Top Level Domain (ccTLD) managers in 32 countries in Africa.

Nigeria Internet Registration Association (NiRA), Lagos, Nigeria

Chief Operating Officer/Head of Secretariat

October 2021 – December 2023

Key executive responsible for leading and overseeing the strategic direction in line with the digital transformation NiRA to support its aspirations for re-organisation of its business activities, driving growth and profitability in a complex and competitive business environment.

No. of Staff Supervised: 20

Estimated Budget: ₦ 250,000,000

Relationships Managed:

Government: Federal Ministry of Communications, Innovation and Digital Economy, National Information Technology Development Agency, Galaxy Backbone, Office of the National Security Adviser, National Communications Commission.

Non-governmental: Africa Top-Level Domains Organisation, Internet Corporation for Assigned Names and Numbers, Nigeria Internet Governance Forum, West Africa Internet Governance Forum, Africa Internet Governance Forum, Internet Society, Internet Exchange Point of Nigeria.

- Provide leadership strategic direction and guidance for the company, in collaboration with the board and executive team.
- Develop and implement corporate strategy, identifying and pursuing new business opportunities, managing risk, and achieving financial targets.
- Ensures the effective operation of the company's governance framework, including compliance with regulatory and legal requirements.

- Build and maintain relationships with clients, partners, and stakeholders, establishing a strong reputation in the market.
- Oversee the company's financial performance, ensuring the achievement of targets and the efficient use of resources.

Key Achievements

- Increased redundancy with innovative recruitment model.
- Planned and executed the Africa Internet Governance Forum in Abuja, as LOC member.
- Maintained 99.9% platform uptime, improved relationship with accredited registrars by creating focussed role thereby boosting domain name uptake, improved national and international brand visibility by representing Nigeria in various fora, currently serving as vice-chair of the Board of AFTLD.
- Drove the online deployment of various organisational processes, reviewed organisational structure for efficiency.

Talent Urbanity Ltd (HR Services Start-up) - Lagos, Nigeria

Founder/Partner

December 2023 – Present

Chairman

October 2020 – September 2021

Talent Urbanity is an organisational Development Start-up focused on employee engagement, organisational resilience, and improved organisational productivity. Services include Leadership and Strategic direction, Recruitment, Change management, Processes and Performance reengineering.

- Provide organisational development services.
- Directed client selection and assessment centres for two organisations with zero staff turnover per annum.
- Delivered a strategic retreat for a five-star hotel chain management, negotiating with their staff union.
- Reviewed operational processes for 4 clients, leading to a minimum of 8% financial savings.

Nigeria Internet Registration Association (NiRA), Lagos, Nigeria

Chief Operating Officer.

November 2018 – September 2020

- Increased Accredited Registrar engagement by leading to successful collaborations.
- Set and monitored objectives, performance indicators, and metrics to assess employee progress.
- Managed Technical and Business Development Teams.

Systems Applications Products (SAP) - Abuja, FCT, Nigeria

Senior Industry Advisor/ Maintenance Sales Manager

June 2013 – August 2015

No. of Staff Supervised: 2

Estimated Budget: ₦ 1,300,000,000

Relationships Managed: C-level relationships with all top-tier clients.

- Implemented enterprise support service plans and oversaw the renewal of support contracts resulting in 30% increase in revenues, with all pending invoices closed.
- Built effective SAP support plans for clients across the region and directed the SAP partners and Sales team to achieve organisational excellence.
- Executed the customer support contracts for four key clients resulting in over 12m Euros retained and protected.

OTHER EXPERIENCES

Country code Names Supporting Organisation

2021 – Present

Member, Meetings Planning Committee

The Covenant Nation Community Groups

2021 – Present

Group Leader, C-level HR Executives

Whetstone Coaching - Lagos, Nigeria

April 2018 - Present

Lead Coach

British Psychological Society

2016

Intern, Leadership Development Programme, Division of Occupational Psychology

Systems Applications Products (SAP) - Abuja, FCT, Nigeria
Education Account Manager

June 2008 – May 2013

Focus on the Family - Jos, Nigeria
Project Officer

January 2002 – December 2006

National Emergency Management Agency
Technical Assistant, Office of the Director-General

January 1999 – August 2001

Impact Consult - Abuja, Nigeria
Project Officer

November 1998 – August 2001

RECOGNITION AND ACHIEVEMENTS

- *Awardee*, **CERTIFICATE OF SERVICE** 2016
- *Awardee*, **SAP EDUCATION AFRICA AWARD FOR EXCELLENCE** 2010

EDUCATION

- **The University of Manchester** – *Master of Science, Organisational Psychology* 2016
- **University of Jos, Nigeria** - *Bachelor of Science, Psychology* 2007

COURSES, SEMINARS, WORKSHOPS AND SYMPOSIA

- **Udemy** - Cognitive Behavioural Therapy Coach Practitioner 2020
- **OLCA, Nigeria** – Life Coaching 2017
- **CEB SHL Talent Measurement, UK** - Ability and Personality Assessment 2016
- **SAP Academy Global, Moscow** – Enterprise Support Advisory (*Fasttrack*) 2014
- **SAP Academy Global** – Success Factors 2014
- **SAP Academy Global** – Information Security for Managers 2013
- **SAP Academy Global** – Governance Risk and Compliance 2012
- **SAP Academy Global** – Oil and Gas 2011
- **SAP Academy Global** – Project Management 2011
- **SAP Academy Global** – Leadership Competency Development Centre 2011
- **SAP Academy Global** – Enterprise Learning 2010
- **SAP Academy Global** – Enterprise Support Advisory 2008

HIGHLIGHTS OF SKILLS

- Process Optimisation & Management
- Selection and Assessment
- Policy Advocacy and Formulation
- Performance Management
- HR Policy Development
- Registry Operations
- Government Affairs
- Strategy Development and Management
- Public-Private Partnerships
- Strategic and Corporate Planning
- Internet Governance
- Productivity Enhancement
- Digital Transformation
- Change Management

LANGUAGE SKILLS

English || Hausa || Yoruba