Favour Oluchi Ukpabi

Project Manager | No-Code/Low-Code Automation Specialist

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PROFESSIONAL SUMMARY

A results-driven Project Manager with over 4 years of experience specializing in the end-to-end delivery of high-impact automation initiatives using no-code/low-code technologies. Adept at partnering with executive stakeholders and cross-functional teams to architect and ship secure, scalable workflows that eliminate manual work, reduce operational costs, and accelerate business value. Blends disciplined project management (roadmaps, risk management, Agile methodologies) with hands-on technical skills in n8n, Make, Zapier, APIs, and cloud infrastructure to deliver measurable outcomes.

CAREER HIGHLIGHTS

- Reduced automation infrastructure and licensing costs by over 90% by migrating workflows to a consolidated, self-hosted n8n environment on Oracle Cloud Infrastructure (OCI).

- Decreased manual process interventions by 45% across sales, marketing, and operations by architecting and deploying 30+ automated workflows, significantly improving cycle times.

- Boosted customer onboarding efficiency and product adoption by 40% through the implementation of automated communication sequences and support ticket routing systems.

- Increased digital lead acquisition by 62% and cut customer churn by 20% by creating targeted, automated outreach campaigns integrating CRM and marketing platforms via REST APIs.

- Delivered stable, high-performance automations, achieving 99.9% uptime and maintaining sub-200ms response times for critical API-driven workflows through robust error handling and backup strategies.

CORE SKILLS

Project Management:
  • Agile Methodologies, Scrum, Kanban, Jira, Asana, Roadmapping, Stakeholder Management, Risk & Dependency Management, Budget Oversight, Sprint Planning

Automation & Development:
  • n8n, Make, Zapier, REST APIs, Webhooks, JSON, OAuth, Airtable, PostgreSQL, MySQL, Data Pipelines

Cloud & Infrastructure:
  • Oracle Cloud Infrastructure (OCI), AWS, Docker, Cloudflare, Git, CI/CD Fundamentals, Environment Management, Secrets Management

Productivity & Collaboration:
  • Google Workspace, Slack, Notion, Documentation & SOPs, Change Control, Versioning

PROFESSIONAL EXPERIENCE

Project Manager & Automation Expert
Self-Employed, Remote | Mar 2022 - Present

- Lead end-to-end automation projects for SaaS clients, from discovery and business case development to solution architecture, build, and deployment.

- Architected and built 30+ complex, multi-step workflows using n8n, Make, and Zapier, integrating diverse systems like Slack, Airtable, and CRMs to eliminate manual data entry.

- Slashed client operational overhead by an average of 45% by automating core business processes including lead nurturing, customer onboarding, and financial reporting.

- Deployed and managed secure, self-hosted n8n instances on OCI and AWS, handling environment setup, secrets management, and scalability planning to meet enterprise needs.

Project Manager
Bles Software, Remote | Sep 2023 - Present

- Lead cross-functional teams of developers and QA analysts using Agile methodologies to deliver complex B2B software projects, improving on-time delivery rates by 25%.

- Own the project lifecycle from initiation to release, managing project roadmaps, resource allocation, and stakeholder communications in Jira and Asana.

- Drive a 20% increase in team velocity by optimizing sprint rituals, refining the product backlog, and proactively managing dependencies and risks.

- Establish project governance standards, including version control protocols, change management processes, and comprehensive documentation, reducing rework by 30%.

Automation Project Manager
We the Creative software agency, Remote | Nov 2023 - Mar 2025

- Directed the automation program for multiple agency clients, defining project scope, success metrics, and gaining stakeholder alignment on key initiatives.

- Translated client business requirements into detailed technical specifications for automation workflows, prioritizing features and managing the development backlog.

- Built and deployed scalable automation solutions that integrated client marketing, sales, and operational platforms, resulting in an average 40% reduction in manual tasks.

- Authored and maintained Standard Operating Procedures (SOPs) and technical documentation for all delivered automations, ensuring seamless handover and client enablement.

Junior Project Coordinator
TechFlow Agency, Remote | Jun 2021 - Oct 2023

- Supported senior project managers in planning and executing digital projects, coordinating tasks between development teams and clients using Asana.

- Assisted in the implementation of internal process automations using Zapier and Google Workspace scripts, improving team efficiency by 15%.

- Managed project documentation, tracked key milestones, and prepared status reports for stakeholders, ensuring alignment on project progress and timelines.

- Facilitated requirements gathering sessions with clients to define project scope and contributed to the creation of user stories and acceptance criteria.

EDUCATION

Diploma, Computer Science
Federal Polytechnic Nekede | 2014-2016

CERTIFICATIONS

- Project Management Professional Certificate (Coursera)

- No-Code Automation Certification (Make Academy)

- Certified Zapier Expert (Zapier Academy)

- Advanced n8n Workflow Automation (Project-Based)

LANGUAGES

English: Fluent