

BASIT AZEEZ

London, United Kingdom | azeezbasit700@gmail.com | basitazeez.com | linkedin.com/in/basitadekunle
MBA | PMP | CSM | ITIL | Lean Six Sigma | Right to work in the UK to 2030, no sponsorship required

PROFILE

Operations and delivery leader who builds the systems an organisation needs to scale, then gets people to actually use them. Joined Study Now when it ran two countries on spreadsheets and built the technology and business systems function from nothing: four enterprise platform migrations, a proprietary admissions platform taken from requirements to production, an AI automation layer across compliance, partner management and finance, and the reporting the leadership team now runs on. The business grew to seven countries, nine offices, 500+ commercial partners and 1,500+ annual enrolments without the systems becoming the constraint. Leads a cross-functional team of 20 including software engineers and data analysts, both capabilities recruited into roles that did not previously exist, with a £500k+ technology and operations budget. Builds hands-on rather than specifying and delegating: writes requirements, prototypes, and ships production automation using Claude API, Claude Code, MCP and RAG, with confidence thresholds and human review gates. Trained as an architect before moving into technology, which shapes how systems, constraints and buildability get thought about. PMP, CSM and ITIL certified, Lean Six Sigma trained, MBA-qualified.

CORE CAPABILITIES

Operating model design and delivery governance | Intake, prioritisation and portfolio sequencing | Programme and project delivery, Agile, waterfall and hybrid | Enterprise platform migration and system implementation | Release governance and quality gating | Change management, training and adoption measurement

AI and workflow automation in production | Process mapping and redesign in BPMN | Continuous improvement | Reporting, KPI frameworks and delivery flow metrics | Team building, hiring, coaching and succession | Vendor and development partner management | Multi-country compliance and audit readiness | Budget ownership (£500k+)

Claude API | Claude Code | MCP | RAG | LangGraph | OpenAI | Microsoft Copilot | Power Automate | Power Platform | n8n | Make | Zapier | SQL | Python | Power BI | Tableau | Excel | Element 451 | Monday.com | Jira | Confluence | Asana | Smartsheet | Miro | Visio | BPMN | AirTable | BambooHR | Microsoft 365 | Google Workspace | React | Next.js | TypeScript | Node.js | Supabase | Vercel | Revit

EXPERIENCE

Operations and Delivery Leader

Sep 2024 - Present

Study Now | London, United Kingdom

International education organisation. 7 countries, 9 offices, 100+ employees, 500+ global recruitment partners, 300,000+ student records, 1,500+ annual enrolments, 50,000+ monthly customer interactions.

- Own the operating model across technology, delivery and operations: intake, prioritisation, governance, delivery standards and the reporting leadership uses to decide. None of it existed when I joined; work was sequenced by whoever asked loudest and every conflict escalated upward
- Lead a cross-functional team of 20 including 3 software engineers and 3 data analysts, both capabilities I recruited into roles that did not previously exist, with a £500k+ technology and operations budget
- Own release governance end to end after bringing production in-house from an external development partner, holding the quality gate across every release while the internal team builds the next platform module
- Took GSP from a single destination to nine across the UK and Europe inside six months. Each destination carries its own application flow, visa regime and compliance rules on a shared platform core, spanning two fundamentally different regulatory frameworks in UK and EU immigration, so the system standardises where it can and localises where regulation requires it
- Leading the rollout of the GSP agent onboarding system across 500+ recruitment partners in 7 markets, built around AQF accreditation standards and internal compliance gates so onboarding stays seamless for the agent while remaining defensible under audit
- Currently architecting the GSP commission engine: real-time commission tracking between the platform and 500+ recruitment agents, validated against agent tier level, triggered at point of enrolment and again on receipt of university

payment, which releases the agent payment cycle. Covers invoicing, reconciliation, payment acknowledgement and a running position on commission accrued, paid and outstanding across 7 markets

- Built and shipped the AI automation layer running across compliance, partner management, financial reconciliation and operational reporting, using Claude API, Claude Code, MCP, RAG, n8n, Make and Power Automate, with monitoring, error handling, confidence thresholds and human review gates on anything material
- Started the internal support function from scratch: hired it, structured it, led it, and defined the OKRs and KPIs it is measured against. First point of contact for issues other departments could not resolve
- Own compliance governance across UKVI CAS and Visa requirements and AQF accreditation frameworks, with documented process, audit-ready records and external audit support across multiple countries
- Built the reporting layer in Power BI, Tableau and SQL covering delivery progress, adoption, capacity, support ticket trends and where customer journeys break, replacing spreadsheets rebuilt from scratch each cycle
- Own marketing performance measurement including attribution modelling, lead quality and channel effectiveness through Element 451, and use it to shape acquisition strategy with commercial and partner teams
- Retire process that has stopped earning its place. A framework people work around costs more than no framework, so the test applied is whether teams follow it without being chased

Business Systems and Operations Manager, EMEA

Apr 2023 - Sep 2024

Study Now | London, United Kingdom

- Delivered four enterprise platform migrations across a business scaling from 2 countries to 7: Excel to Monday.com as the first operational platform with 500+ agents trained; Google Workspace to Microsoft 365 with zero critical downtime; BambooHR across a 100+ person workforce with full audit readiness; and Monday.com to the proprietary GSP platform with workflows redesigned in every market
- Designed and implemented the organisation's first intake, prioritisation and delivery governance model across every business function, establishing planning standards, estimation norms and definitions of done
- Led four concurrent programmes across interrelated workstreams, managing dependencies and risk and holding external development partners accountable to scope, cost and timeline
- Introduced the first workflow automation across compliance, partner onboarding and financial reconciliation, each scoped with measurable success criteria before build and tracked against them afterwards
- Built the Power BI and SQL reporting that made delivery progress, operational performance and constraints visible to leadership for the first time

Technical Delivery Manager

Mar 2021 - Nov 2022

Getir | Germany

- Supported rapid expansion into the German market during one of the fastest scaling periods in European technology, working across engineering, commercial and frontline operations under constant priority change
- Built the delivery performance measurement and reporting infrastructure that exposed operational constraints and gave leadership real-time visibility across markets, enabling earlier intervention
- Coordinated delivery across multiple concurrent workstreams in a high-volume, multi-site operational environment

Operations and Delivery Manager

Jan 2020 - Mar 2021

Development Hub Consulting | Germany / Remote

- Led the operational and systems setup for a marketplace platform launch, translating business requirements into scoped, sequenced deliverables across a distributed engineering team and external technology partners
- Owned delivery planning, dependency management and risk, and established the documentation, training and reporting frameworks the client team continued to use after the engagement concluded

BUILT AND SHIPPED

- GSP Platform | Study Now operational system of record across 7 markets. Owned end to end from business requirements and HTML prototyping through external development partner coordination, architecture decisions and acceptance sign-off on every release. Recruited 3 software engineers to internalise development; the in-house team is currently building the GSP-HELP module. Includes AQF-compliant agent onboarding, commission management with bidirectional validation, stage-length SLA monitoring, and CAS and Visa compliance tracking across 500+ partners
- GSP Commission Engine | Study Now, in design and build. Two-sided real-time commission system between the platform and 500+ recruitment agents. Tier-based rate validation, event-driven triggers at enrolment and on receipt of university payment, invoice generation, reconciliation, payment acknowledgement workflow, and a running view of commission accrued, paid and owed over time across 7 markets and multiple currencies

- AI Workflow Automation Suite | Study Now. Production automation built with Claude API, Claude Code, MCP, RAG, LangGraph, n8n, Make and Power Automate, running across compliance, partner management, reporting and financial reconciliation. Constrained model outputs, confidence thresholds, value limits and human review queues, with recurring patterns converted into deterministic rules so the model's surface area shrinks over time
- Custom Claude Code Skills | Author custom markdown skills for Claude Code, used in both CLI and desktop, so repeatable delivery, governance and analysis work runs to a consistent standard across the team rather than depending on one person
- Deposit Tracker | Study Now internal tool. Real-time financial reconciliation across 7 markets, replacing a manual multi-currency matching process that occupied two people for several days each month. Built after running the manual process personally to find where it actually broke. React, Vite, Supabase, TypeScript
- Employee Voting App | Study Now HR governance tool. Separate Nigeria and Global voting tracks, role-based access control, and an admin portal the HR team configures monthly without developer involvement. React, Supabase
- Shuqs | shuqs.vercel.app | Progressive web app built and shipped independently. Three-screen onboarding, multi-select batch actions, Supabase authentication with cross-device sync, push notification wiring, React Native parity. React, PWA, Supabase, TypeScript
- Isiro | isiro-sigma.vercel.app | Personal finance PWA built around a structured allocation principle. React, Vite, Supabase, Vercel

EDUCATION

MBA Quantic School of Business and Technology	2021 - 2022
MA, Architectural and Cultural Heritage Hochschule Anhalt, Dessau-Rosslau, Germany	2018 - 2021
BTech, Architecture Federal University of Technology, Akure, Nigeria	2010 - 2015

CERTIFICATIONS AND MEMBERSHIPS

- **Project Management Professional (PMP)** | Project Management Institute | Issued 2022
- **Certified Scrum Master (CSM)** | Scrum Alliance
- **AI for Business Specialization** | University of Pennsylvania, Wharton School | Issued Jul 2025
- **ITIL 4 Foundation** | AXELOS / PeopleCert | Issued Mar 2026
- **Lean Six Sigma White Belt** | Management & Strategy Institute | Issued Oct 2022
- **Professional Member** | Association for Project Management (APM) | Issued Aug 2024
- **Monday.com Core Certification** | monday.com

WRITING

Writes on operations, systems thinking and building technology at zealenigma.substack.com. Recent pieces include why most process improvement efforts fail before they start, the difference between an operating system and a tool stack, and on building things you were never trained to build.