

RICHARD FAGBOLAGUN

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Portfolio - <https://richysportfolio.co.uk>

Operations | Project Management | Stakeholder Engagement

Exceptional planning (budgets, project schedules and briefs) skills ▪ Project delivery skills ▪ Successfully navigates intricate stakeholder relationships ▪ Engages clients & colleagues with a collaborative & optimistic approach ▪ Focused on delivering outstanding project outcomes in agile, fast paced environments while meeting budget and reporting requirements ▪ Excellent communication and presentation skills ▪ Experience with multidisciplinary teams ▪ Commercial minded acumen as former creative agency co-founder.

Available Immediately

Career History

HORIZONT LABS, April 2024 - August 2024

Client Services and Operations Lead (Contract)

Horizont Labs is a software development agency committed to spearheading digital transformation for think tanks, finance and technology organisations through groundbreaking ideas and solutions.

Fixed term contract focused on improving operational efficiency and future client service propositions

- Spearheaded two Innovate UK grant applications, developing comprehensive project plans and risk registers and gaining an overall application score of 65%.
- Managed the creation of new business development materials, including a website redesign, client decks and case studies for client acquisition efforts.
- Scoped and mapped out gaps in operational infrastructure and client service offering, resulting in improved operational processes and an updated service proposition.
- Led the preparation of detailed responses to public sector tenders.
- Revision and provision of detailed recommendations for internal research and development projects, ensuring continual improvement and a path to commercialisation.

COMUZI, January 2019 – March 2024

Projects/Delivery Lead

Comuzi is a boutique creative agency offering research, design, and strategic innovation services to public and private sector clients, with a reputation for creating radical creative solutions that engage and inspire.

Orchestrated the agency's evolution and development as a part of a leadership team, from its inception. Specific responsibility for winning and managing client projects, stakeholder agreements and operational management.

- Streamlined operational processes, resulting in improved efficiency and effectiveness across multiple departments, including HR, finance, and project delivery.
- Managed complex projects with annual client portfolios (budgets £0.1 – £0.5m) using various project management methodologies, producing outputs such as reports, films, toolkits, design solutions, digital strategies, and prototypes. An example being a project (£230K budget) developing and testing communication concepts to understand and engage 20–35-year-olds about vaccines, providing crucial insights for health professionals across the NHS.
- Collaborated with the leadership team to develop and execute strategic plans, aligning operational practices with overall company goals.
- Developed an extensive client roster through presenting, negotiating and managing client projects for various clients including Wellcome Trust, BBC, Prostate Cancer UK, Citizens Advice, South London and Maudsley NHS Trust, Guys and St Thomas Foundation, Southwark Council and Waltham Forest Council.
- Led end-to-end project lifecycles, ensuring high standards of operational excellence from ideation through delivery and execution.

- Ensured compliance with legal and regulatory requirements for company and client projects, particularly public sector projects.
- Provided weekly/monthly updates to senior stakeholders via check ins/stand ups and weekly reports.
- Collaborated with multidisciplinary teams to deliver complex projects within time and budget.
- Led organisational financial oversight including project budget management, financial modelling for new and existing products, and oversight of budgeting and forecasting processes.
- Scoped budgets, timelines, proposals and statements of work for client projects.
- Cultivated and maintained complex stakeholder relationships across diverse sectors, including public health, technology, and non-profit organisations.
- Provided comprehensive operational oversight for large-scale projects, balancing project-specific requirements with broader business objectives and stakeholder expectations.
- Managed a team of 15+ staff with P&L responsibility, fostering a culture of collaboration, innovation, and high performance.
- Developed a network of reliable vendors (marketers, creative freelancers, IT security, etc) ensuring consistent and rapid client service.

Education & Additional Information

- Google Project Management: Professional Certificate (ongoing).
- Professional Certificate in Management, Open University.
- Experienced with business management, finance and productivity tools including Asana, Productive, Slack, Hubspot, G Suite and Xero.
- I mentor three agency/start-up co-founders in a voluntary capacity, providing operational oversight and focusing on building best practice systems to ensure their transition from the start up phase to scale/growth phase.