

# TEGO EDEREKA

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## TECHNICAL DELIVERY MANAGER | WEB OPERATIONS & PROJECT DELIVERY

### PROFESSIONAL SUMMARY

Technical Delivery Manager with 9+ years of experience leading web delivery, solution architecture, and technical operations. Skilled at coordinating across sales, client, design, and development teams to drive complex projects — including complex WordPress portfolios and e-commerce platforms — from discovery and scoping through development, QA, launch, and post-launch support. Known for establishing delivery workflows, maintaining clear stakeholder communication, and architecting technical solutions across a portfolio of 15-25 client relationships with an ongoing pipeline of inbound web projects.

### CORE STRENGTHS

Technical delivery • Client communication • Requirements gathering • Scope & prioritization • Cross-functional coordination • QA/testing • Launch planning • Support escalation & triage • Process improvement • SOPs & documentation • Delivery metrics • Billing coordination

### TOOLS / PLATFORMS

ClickUp • Slack • Google Workspace • WordPress • Shopify • WooCommerce • Cloudflare • Wordfence • DNS/hosting panels • GoVisually • BrowserStack/LambdaTest • GTmetrix • WP Engine • Loom

### PROFESSIONAL EXPERIENCE

**Truth Companies** — Dallas, TX

**Technical Delivery Manager** Feb 2026 – Present

**Project Manager & Operations** Feb 2021 – Feb 2026

Manage delivery and support for 15–25 active client accounts and a rotating pipeline of smaller projects, ensuring QA, launch readiness, and timely escalation handling.

- Leads end-to-end delivery for high-volume web projects (WordPress, Shopify), coordinating sales handoffs, client requirements, design, and development to meet launch timelines
- Collaborates on solution architecture: defines technical approach, identifies dependencies and risks, and establishes rollout strategies for complex implementations
- Delivers at scale: averages 22+ website launches/major releases per year, managing scope, approvals, QA cycles, and go-live coordination
- Owns client-to-team translation: gathers requirements, documents decisions, creates implementation plans, and maintains delivery visibility through milestone updates
- Serves as escalation owner: handles complex escalations weekly, troubleshooting, routing to the right owner, and maintaining clear client updates and next steps
- Manages billing: reviews and validates custom development hours monthly to ensure accurate, scope-aligned invoicing
- Drives QA and launch readiness: functional testing, responsive (cross-device/browser) testing, forms/checkout validation, content review, and release coordination with rollback awareness
- Owns delivery operations: maintains project phase tracking, coordinates cross-team workflow execution, and ensures consistency across 15-25 active client accounts
- Provides operational support: coordinates infrastructure needs, environment readiness, and cross-functional coordination to unblock delivery and maintain team velocity

### Representative delivery focus areas

- Website migrations + cutovers (DNS + hosting coordination)
- Complex WordPress portfolios and complex platform integrations
- E-commerce delivery + optimization (Shopify + WooCommerce builds, bundles, flows, post-launch support)
- Security/access workflows (2FA enforcement, incident response coordination, monitoring handoffs)

**Systems Administration & Support** — May 2016–Feb 2021

*Point Innovation* — Dallas, TX

- Administered Windows servers and supported business users across hardware/software environments, improving reliability and user productivity
- Implemented centralized backup practices to improve availability and recovery readiness
- Diagnosed and resolved hardware/software issues; performed maintenance and upgrades to reduce downtime and improve performance
- Improved operational efficiency through proactive system maintenance, performance tuning, and resource management to maximize uptime and reliability

CERTIFICATIONS

**ITIL® 4 Foundation CPD** — AXELOS Global Best Practice (Nov 2020)

**CORE: Credential of Readiness** — Harvard Business School Online (2017–2018)

EDUCATION

**Master of Science in Information Systems Management** (May 2014–Dec 2015)

Towson University — Towson, MD

**Bachelor of Computer Engineering** (Sep 2007–Jun 2012)

Covenant University — Lagos, Nigeria