Contact

rithik_illankovan@hotmail.c om

www.linkedin.com/in/
rithikillankovan (LinkedIn)

Top Skills

Certified Business Analyst
Professional from IIBA

Advanced Excel User

Accounts Receivable

Languages

Tamil (Native or Bilingual)

Certifications

Certified Business Analyst
Professional

Advanced Excel User

Prince2

Cyber Warfare and Terrorism

Certified Materials Management
Professional

Rithik Illankovan

Looking for new opportunities
Melbourne, Australia

Summary

• Diligent project manager offering a proven record of success
leading all phases of diverse technology projects; Prince2, MBA
and Scrum Master Credentials; and IT Project Management and
business finance experience.
• Business strategist; plan and manage multimillion-dollar projects
aligning business goals with technology solutions to drive process
improvements, competitive advantage and bottom-line gains.
• Excellent communicator; leverage technical, business and financial
acumen to communicate effectively with client executives and their
respective teams.
• Expert in agile and waterfall project management methodologies.
Known for ability to produce high-quality deliverables that meet or
exceed timeline and budgetary targets.
• 19 years of experience in the IT&T Industry
• 10 years of experience in Business and IT Project Management

---

Experience

Telstra
6 years 6 months

IFRS15 Project Manager
December 2017 - Present
Melbourne, Australia

IT Project Manager
October 2016 - December 2017 (1 year 3 months)
Melbourne, Australia

• Managed projects and led teams across broad technical, financial and
business disciplines. Focused teams on business objectives and tracked
progress to ensure project milestones were completed on time, on budget and
with the desired results.
• Mitigated risk factors through careful analysis of financial and statistical
data. Anticipated and managed change effectively in rapidly evolving global
business environments.

• Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.

Expertise:
• Custom Software Development
• Systems Engineering
• System Migrations / Integrations
• BI Reporting
• Benefits approach and realisation
• Risks and Issues Management
• Requirements Analysis
• Costing & Budgeting
• Project Scheduling
• Testing (ST, SIT, UAT, PVT and BVT)
• QA
• Rollout/Support
• Deployment Readiness Management
• Process Engineering and Improvement
• Cross-Functional Supervision
• Team Building & Mentoring
• Client Relations & Presentations
• Business & IT Planning
• Vendor Management
• Change Management
• Reporting to C Level
• Contract Approvals

Projects
• Business Protect Systems Reporting
• Enterprise Data Warehouse Decommissioning
• NBN+ GetHelp Reporting
1. CSG Assessment & Payment Calculations
2. Legal & Regulatory Reporting
3. Assurance Operations (Service Activity) & Agent Performance Reporting
• NBN HFC Installation Options
• Enterprise Data Warehouse to Big Data
• Telstra Suite Payments Detail Report
• Business Service Migration

• First 100 Days Comms Reduction
• Adding New Dimension to Agent CBR Cube

Systems
• Integral Plus
• Fieldglass
• MS Project
• MS Office 365
• Sharepoint/EDMS
• Capacity Planner
• EPM 365
• Rally
• JIRA

Business Project Lead - Customer Experience
July 2014 - September 2016 (2 years 3 months)
Melbourne Area, Australia

• Designed end to end solution for 2 major initiatives: Post Activation SMS
Check In and Personalised Video Bill Explainer SMS. Directly impacting the
NPS score of +15 (highest in Consumer Sector)
• Liaised and played instrumental role to get the initiatives to delivery and
working on enhancements by building a customer journey framework
• Have managed customer adoption to our new product: T Analyst (GES & TB)
• Own and manage several functions within my role to get the initiatives from
conception through to deployment stage
• Being part of the advocacy steering committee to present the Post
Implementation Improvement Report
• Working on increasing our Customer Advocacy on T Analyst
• Engaging with vendors and stakeholders to initiate the statements of work
• Contract management and approval of invoices

Specialities:
NPS Analysis
Customer Migration of Various Billing Platforms
Establish continuous deployment processes
Create product concepts based on the company strategy
Breakdown concepts into user stories
Prioritise the product backlog
Keeping track of deliverable
Discuss requirements and stories with the development team

Be adept in conflict management and conflict resolution

Business Analysis

Root Cause Analysis

Project Accounting

Information Systems

Billing Processes

Content Management System Admin

NPS Forecast and Actuals Reporting

Business Project Analyst
November 2013 - June 2014 (8 months)
Melbourne Area, Australia

• Validating the business requirements for changes in T Analyst (Digital Reporting Tool) for our Tier 1 customers with changes affecting 1 Million+ customers in accordance to the customers' feedback and NPS Score ratings
• Elicitation of requirements and prioritisation of the business needs and meeting the expectations as prioritised
• Facilitation of workshops and managing risks/issues/actions effectively to see through the delivery deadlines on time

Business Lead - Secondment
September 2013 - October 2013 (2 months)

• Defining business requirements and acting as a bridge between IT and Business
• Decision making on tactical solution designs and SWOT analysis
• Deriving steps to strategic solutions
• Liaising with Senior Stakeholders for approval of the solution
• Managing training initiatives and getting approval for sign-off
• Adhering to Business Case

Business Analyst / PMO
September 2012 - August 2013 (1 year)
Melbourne area, australia

• Involved in Project Management for T Analyst – a digital reporting tool for Business, Enterprise and Government customers.
• Managing RACI Matrix
• Managing Project Finances (CAPEX and PROPEX)
• Scheduling Milestone Tracker
• Program Portfolio Management
• Analysing Risks, Issues, Dependencies and Funds in Enterprise Program Management

- Driving effective delivery
- Managing WBSEs
- Training stakeholders
- Setting up an operating rhythm for transition
- Chairing Program Status meeting

Australia Post
SAP Billing Project Analyst
June 2012 - August 2012 (3 months)
Melbourne area, australia

- Designing Process Map for Australia Post Digital Mailbox Project using MS Visio
- Drive SAP By Design Billing Module
- Documenting Requirements using Contour
- Project Management using Clarizen
- Gathering requirements and manipulating the As Is-To Be

SEEK
SAP CRM/R3 - Project Coordinator
May 2008 - May 2012 (4 years 1 month)
Melbourne area, australia

- Process SAP Fico & CRM Cash Applied Process
- Working on As Is – To Be documentation
- Process Mapping Cr notes and Invoices from SAP to external mailroom
- Supplied systems analysis, interfacing, and integration with SAP CRM modules for marketing planning, segmentation, campaign management, TPM, lead management, and personalization.
- Identified and documented business processes in CRM for professional services clients.
- Translated business requirements into SAP best practice concepts for implementation in SAP CRM solutions
- Analyse and resolve 6 main General Ledgers' problematic transactions
- Seek Learning UK accounts creation, invoices raising and posting payments
- Preparing training manuals for all the processes I am currently involved
- Backing up banking process and Seek Commercial invoicing
- Completing re-invoice request from Cr and Sales teams
- Clearing ICWeb requests for credit and re-invoicing
- Raising manual billing for banners within Seek website
- Extracting and Generating reports for the Reporting Analysts using MS Excel 2003 and SAP

Projects:
- Job Seeker Online Profile
- Diners Surcharge Implementation – SDLC End to End
- CRM Hot pack
- R3 Hot pack
- SALMAT mailroom conversion project (SAP Implementation & Conversion)
- Seek Commercial – SalesForce & Great Plains

M2 Communications
Billing Process Analyst
January 2008 - March 2008 (3 months)

I have incorporated new tasks into my role such as creating reports for the analysts using SAP and Excel to assist their analysis of revenue data
I have participated and helped co-ordinate cross training within my team to assist with coverage of key daily functions during absences and leave; Duties and responsibilities:

- Generating CDR reports from wholesale servers
- Liaising with the wholesale team to clarify the differences in price
- Creating new tariff plans for our wholesale customers
- Checking and compiling billing errors from various servers
- Resolving the problems, which arise from foreign type errors in various servers using SQL server
- Executing reconciliation and bill run for every month
- Executing batch payment methods

Telstra
3 years 8 months

Broadband Level 2 Support
August 2006 - December 2007 (1 year 5 months)

Proficiently manoeuvre around the different functions associated with SIIAM in order to process the customers' trouble report.
Be able to quickly and efficiently access appropriate information via NPAMS relevant to the customers' issue.
Modify cable details as required via NPAMS.
Use all applicable functions of Sultan efficiently and appropriately to determine an effective diagnosis.
Display & program RIMS using SASAF.

Be capable of accessing and interrogating information via NCI relevant to the customers' issue.

View various customer details data using AXIS

Competently access and view the appropriate information using FLEXCABS / START which is relevant to the customers issue

Be able to efficiently access and resource information via the various Pair Gain Systems

Demonstrate an understanding of RAMOSS using the skill sets in the competency assessment document

Display, program and interrogate ANT services using ANTOSS.

Proficiently demonstrate all the NATCAM skills outlined in the competency assessment document

Correctly negotiate the different functions in XDM in relation the customer's data.

Demonstrate an understanding of core telephony principals as outlined in the competency assessment document.

Effective use of AutoCat

Proficient utilization of all available test tools

Retail Systems Consultant
May 2004 - August 2006 (2 years 4 months)

• Liaising extensively with external or internal clients and business units
• Identifying options for potential solutions and assessing them for both technical and business suitability
• Handling various types of billing disputes over Telstra's customers using various systems like Flexcab, MNC and MICA.
• Creating logical and innovative solutions to complex billing problems
• Planning and working flexibly to a deadline
• Keeping up to date with technical as well as industry sector developments

Key achievements:

• Evaluate findings, using knowledge of workflow, operating practices, record retention schedules, and office equipment layout
• Taking initiative to observe the problems from different angles and analyse the issues and come up with innovative solutions
• Effective Communication, Negotiating Skills, Disputes Handling and escalating accordingly
• Gathering, analysing and manipulating information accordingly in order to process the workflow

• Careful handling of sensitive data within Telstra's departments
• Prepare and issue instructions concerning generation, completion, and distribution of reports according to new or revised practices, procedures, or policies of reports management

Crown Casino
Customer Service Consultant
February 2002 - May 2004 (2 years 4 months)

Dealing Black Jack and Poker in Casino

Trinity Communications
Web Project Coordinator
March 1999 - December 2001 (2 years 10 months)
Experience:

• To develop the layout of and web-site and co-ordinate with the web developers to bring the actual web-site to the real picture
• To design the backend and make the connectivity to the web-site, so as to store the web content in the database using SQL server and queries
• Contact the customers for the approval of the site and make any necessary modifications to the site, and re-develop according to their needs
• Make occasional updates to the site for the offers or advertisements done in the site
• Booking domains, and allocating the space for the concerned site, and to upload them onto the server

Achievements:

• Thorough knowledge on Software Development Life Cycle
• I have implemented the effective usage of Microsoft Project and necessary updates to my skill sets, so as to compete with this competitive position
• I have learned how to be flexible in time and work load, so as to meet the deadline, in accordance with the customers' satisfaction
• Had nice hands on experience with SDLC methodologies
• I had an opportunity to broaden my knowledge outside my work structure
• Clear understanding of Web-server operations, uploading and maintenance of the same

Education

Victoria University Melbourne

Master of Business Information Systems, Information Systems · (2002 - 2004)

Open University of British Columbia

Bachelor of Technology, Information Technology · (1997 - 2001)

University of Madras

Bachelor of Business Administration, Administration · (1997 - 2000)