ALEX ARUL

SINGAPOREAN PROJECT & PROGRAM MANAGER

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Education: Internetworking & Communications, Ngee Ann, Singapore

- **EXPERIENCED** A proven track record of leading projects to successful completion and exceeding expectations in fast paced, successful and innovative organizations.

- **DATA DRIVEN** Tracking, reporting, analyzing, and sharing data informs his decisions and recommendations.

- **ORGANISED PROJECT MANAGER** Excellent project management and organizational skills with ability to plan, manage, and deliver projects on time. Proven success delivering a high volume of results with minimal direction.

- **RELATIONSHIP BUILDER** Proven ability to foster relationships with key decision makers and work cross-functionally with internal and external stakeholders. Exceptional customer relationship skills including the ability to discover the true requirements underlying feature requests, recommend alternative technical and business approaches, and lead efforts to meet aggressive timelines with optimal solutions.

- **COLLABORATOR** Strong team player with ability to successfully collaborate with geographically distributed teams. Comfortable working with geographically distributed teams. Excellent written, verbal, and non-verbal listening, communicating, influencing and negotiating skills coupled with ability to comfortably and confidently present to all levels within the enterprise. Comfortable presenting ideas to senior level stakeholders, receptive of feedback and quick to apply changes.

- **GLOBAL MINDED** Strong knowledge of technology concepts and best practices. Experience working with external global vendors. Able to work cross-functionally and across geographies with stakeholders at all levels to support large-scale programs and initiatives

KEY TRAITS

- Leading Teams
- Managing Projects & Programs
- Managing Client Accounts & Relationships
- Analysing IT, Finance & Legal information
- Distilling complex concepts and developing plan of action
- Communicating with empathy and clarity
- Presenting and persuading
- Enjoys pressure & challenge
- Multi cultural background

HARD SKILLS

- Full Stack Software Development
- Equity / SAFE / KISS / Convertible Notes
- Python, Javascript, PHP, Bash
- HTML, CSS
- Vue.js, Express, Meteor, Jquery
- SQL, Linux, Nginx, Apache
- Amazon AWS, DevOps
- APIs
- Microsoft Office
- Excel Formulas, Dashboards
- Photoshop, Balsamiq, Canva

SECTOR EXPOSURE

- Venture Capital / Funds / Banking
- MultiNational Globals
- Accelerators / Startups
- CryptoCurrency / Defi / IDO
- eCommerce Platforms
- Magazine Publication
- Cyber Security
- Digital Agencies

WORK EXPERIENCE

HEAD OF CLIENT SERVICES
Hatcher Plus | 2015 – 2021 Sep
Digital Platform, Investment, Venture Capital, Fund Management, Accelerators, Startups

- Directing software design and development
- Developing policies, frameworks, and workflows that are proactive and effective at scale
- Guide multi-year, global initiatives to improve user retention
- Client account lifecycle servicing

SOLUTION CONSULTANT
Konica Minolta | 2014 – 2015
Japanese technology company, manufactures business and industrial imaging products

- Infrastructure Architect – chief technical architect for new systems that are being proposed, quoted to customers or being rolled out.
- System Admin – In charge of high availabilty, fail-recovery readiness and maintainance of all server & service systems
- Developer – Developing new applications & services based on Node.js, PHP or frontend frameworks.

REFERENCES

John Sharp (Mr)	Tony Morgan (Mr)	Khoon Chin, Lee (Mr)
Managing Partner	Chief Executive Officer	Senior Associate
Hatcher+, SG	First Degree Global Asset Mgt, SG	PriceWaterhouseCoopers, SG

ALEX ARUL
EXPERIENCED SINGAPOREAN PROJECT & PROGRAM MANAGER

WORK EXPERIENCE

Hatcher Plus (Singapore)   Jul 2015 - Sep 2021

FINTECH, VENTURE CAPITAL, INVESTMENTS, FUND MANAGEMENT, ACCELERATORS, STARTUPS

2021 - Head of Portfolio Admin, Client Services & Fund Admin, Hatcher+

By 2021, Hatcher+ launched VCC fund in Singapore - previously based in Cayman Islands. With the launch of VCC fund, H+ expanded its offerings to offer clients end-to-end fund setup and management here in Singapore, together with the Hatcher+ platform.

CAREER HIGHLIGHTS

- Led the development of CIR - Company Information Request module on the Hatcher+ platform that enables Venture Capital companies to dynamically create and request investment valuation updates from portfolio companies, and track status.

- Led development of automated Independent Investment Confirmation module in consultation with internal and external stakeholders and vendors - from concept to implementation, testing, production and iterations. The PwC audit team used this module to send independent investment confirmation and DocuSign e-signing requests with 3 clicks.

- Led and delivered investment portfolio data gathering project (2 months, 130 companies).
  - Effective team leadership (direction and morale) and management under high pressure
  - Delivered finished project within timeline and with exceptional quality of end product - according to managing partner John Sharp.

- Led the annual Fund Audit process
  - Saved the company US $800,000 in multi-party negotiations by developing win-win-win agreements
  - Oversaw the auditing of 120 investments - global legal jurisdictions (IT, US, AU, TK etc), varying deal-types and deal-terms (EQU, CN, KISS, SAFE), multiple time zones
  - Reduced audit time from 8mths to 2mths - 400% process improvement - by introducing business process automations, smarter workflows and hiring & training key personnel
  - Developed tracking system for the audit process from ground up
  - Managed external vendors and relationships to achieve high pressure timelines - external Fund Manager (First Degree Asia), external Fund Admin (Ascent) and external Auditor (PwC)

- Built relationships with tens of startup teams and their CEOs

- Promoted Hatcher+ involvement with startups on LinkedIn in posts that were highly trending and helpful to Hatcher+'s brand.

- Negotiated, Organised, and Led roundtable webminars, introducing our startups to investor network

WORK EXPERIENCE

Hatcher Plus (Singapore)   Jul 2015 - Sep 2021

FINTECH, VENTURE CAPITAL, INVESTMENTS, FUND MANAGEMENT, ACCELERATORS, STARTUPS

2018 - Head of Portfolio Admin & Client Services, Hatcher+

Hatcher+ Emerging Fund aims to fund 1200 early stage companies from a fund of $125m. These companies are pre Series A and globally diversified, with ~1m valuation each.

CAREER HIGHLIGHTS

- Led the development of Accelerator-VC Deal Origination Module (AVDO) on Hatcher+ platform from concept, development and testing to launch and promotion
  - AVDO module led to Hatcher+ rapidly investing and acquiring equity or notes in startups faster than industry standard
- Hatcher+ was listed in top 8 VC in the world 2019-20 by PitchBook
- Analysed, negotiated and funded 135 investment deals
- Negotiated follow-on funding deals for promising startup investments
- Negotiated funding allocations with Accelerator partners
- Coordinating with external vendors such as Fund Manager (First Degree) and Fund Admin (Maples).
- Developed audit process with external vendor account firm PwC
- Hired resources and conducted 8 month long investment audit with PwC
- Developed tracking methodology for Equity investments and valuations
- Developed tracking methodology for SAFE / KISS / Convertible Note investments and valuations with consultation from PhD level input from external vendors
- Reporting directly to Managing Partner

2016 - Head of Client Services, Hatcher+

As Head of Client Services, I handle relationships with about 80 investor client accounts on the Hatcher+ data driven platform. I also lead new project developments on Hatcher+ platform and bug fixes and other resolutions for clients.

CAREER HIGHLIGHTS

- Hired and trained key software developers with Masters degrees
- Managed the development of Judging Panel from scratch on Hatcher+ platform from concept to implementation in consultation with external and internal stakeholders
- Delivered projects under high timeline pressure
- Presented Hatcher+ solution via Zoom to worldwide investors
- Developed relationships with leading Startup Accelerators in Australia and USA
- Successfully closed key client accounts such as A*Star, JTC, Keiretsu Forum
- Developed Prospects Onboarding Process Workflow for tracking and reporting
- Developed relationships with key accounts
- Reported directly to Managing Partner

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Hatcher Plus (Singapore)   Jul 2015 - Sep 2021
FINTECH, VENTURE CAPITAL, INVESTMENTS, FUND MANAGEMENT, ACCELERATORS, STARTUPS

2016 - Lead Developer, LAMP stack, Hatcher+

Hatcher is a successful Angel Investment group that is transitioning to a formal Venture Capital structure utilising Big Data / Data Science and Software Platform to manage an enormous investment portfolio (US $125 million, 150 companies) and process with a small team of less than 10 people. I am employee no. 3.

CAREER HIGHLIGHTS

- Persuaded management to migrate codebase to a version controlled (git) environment
- Led migrated from FTP environment to Amazon AWS
- Led migration to Git, Staging, Deploy and Production environment
- Introduced and Led Agile project management via Jira, Trello, Slack etc
- Implemented & Led Daily Standups
- Introduced AJAX User Interfaces
- Same day bug fixes
- Weekly code releases

2015 - Software Developer, Heardable (Hatcher+ Portfolio Company)

Heardable is a startup; Business leaders enter their domain (e.g DHL.com) into the portal which automatically compares all competitors (Fedex, UPS etc) and produces brand perception reports with actionable insights across all digital touchpoints.

CAREER HIGHLIGHTS

- System Architect – working with the CTO to plan roadmap for moving legacy platform onto node.js and AWS environments
- System Admin – In charge of high availabilty, fail-recovery readiness and maintainance of all server & service systems
- Developer – Developing new applications & services based on Node.js, PHP or frontend frameworks.

Solution Consultant   Feb 2014 - Jul 2015
Konica Minolta Business Inovation Center (BIC) APAC
JAPANESE TECHNOLOGY COMPANY, MANUFACTURES BUSINESS AND INDUSTRIAL IMAGING PRODUCTS

At BIC, we incubate new startups & projects with the aim of growing them into multi-million dollar revenue earning channels for the parent Konica Minolta group. Our innovations encompass the domains of MICE, Hospitality & Travel, eCommerce and Medical / Healthcare.

CAREER HIGHLIGHTS

- **System Architect** – working with the CTO to plan roadmap for migrating legacy platform onto node.js and AWS environments. TDD & Agile development.
- **System Admin** – In charge of high availabilty, fail-recovery readiness and maintainance of all server & service systems
- **Developer** – Developing new applications & services based on Node.js, PHP, frontend frameworks sind MongoDb, MySql, Linux, Nginx / Apache.

WORK EXPERIENCE

Lead Developer, Co-Founder   Feb 2014 - Feb 2015
Abbracci Jewellery

INDUSTRY: SWAROVSKI ELEMENTS JEWELLERY ECOMMERCE
SPECIALIZATION: PRODUCT APPLICATION DEVELOPMENT, DRUPAL CMS, PYTHON APPLICATION DEVELOPMENT, PAYMENT GATEWAY
INTEGRATION

CAREER HIGHLIGHTS

- Designed and built web/facebook store on Drupal, Magento, Shopify.
- Developed mobile application
- Developed Python -> Drupal scraping software
- Integrated CRM software
- Integrated manufacturer stock inventory api
- Integrated Facebook, Pinterest, Instagram.
- Integrated payment gateways
- Marketing campaign engineering - building custom email servers from scratch
- Set up and managed server infrastructure
- Hired and managed outsourced developers
- Managed social media and email marketing campaigns
- Assisted business with shipment, logistics, fulfilment
- Assisted business with customer experience / expectation management

Development Lead   Jan 2013 - Feb 2014
PropertyLife Magazine, Panashco Media

INDUSTRY : PUBLISHING, MARKETING, ADVERTISING
SPECIALIZATION : APPLICATION DEVELOPMENT, EMAIL MARKETING & CAMPAIGN MANAGEMENT, PROJECT & TEAM MANAGEMENT

CAREER HIGHLIGHTS

- Planned project roadmaps, resources and ensured key deliveries
- Managed team of developers & designers
- Hands on web development (Drupal), payment gateway integration
- Designed user interfaces for sales presentations
- Provided technical input & documentation for tenders
- Planned and executed email marketing campaigns
- Organized property showcase seminars
- Played key role in delivering revenue of $1.37m

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Head Of IT (promoted from Senior Developer)   Jun 2010 - Jan 2013
Deal.Com.Sg, Dealguru Holdings (acquired by Ensogo group)
INDUSTRY : ECOMMERCE, DAILY DEALS, GROUP BUYING
SPECIALIZATION : APPLICATION DEVELOPMENT, PROJECT & TEAM MANAGEMENT

CAREER HIGHLIGHTS

- Promoted to Head of IT from Senior web developer
- Led and managed IT team
- Hired and trained developers, system admin & IT support staff
- Architected & led key projects
  - Daily email campaign to 1.25 million subscribers across SG & MY
  - Incoming and Outgoing integrations with merchant portals
  - Affiliate tracking system
  - Multiple payment gateway integrations
  - Asterisk based PABX system for Customer Service department
- Led team to successful project deliveries
- Managed internal and external IT service
- Hands on application development

Senior Drupal Developer   Jun 2009 - Sep 2010
BEHRINGER Holdings (Pte) Ltd
INDUSTRY : ACOUSTIC HARDWARE & SOFTWARE
SPECIALIZATION : PHP APPLICATION DEVELOPMENT

CAREER HIGHLIGHTS

- Provided program/project management, leadership and direction across internal, B2B and B2C software evaluation, development and roll-out initiative in Web Technology.
- Established the overall project strategy and iteration plan.
- Conducted regular check off on targets, performs tasks, issue, risk and change management and reporting to ensure milestones are hit on time and key stakeholder continues involvement and support.
- Managed & led a team of developers working under Creative Design, Client Side Development, Server Side Development, Quality Assurance Engineering and Systems and Network Administration to meet demanding timelines.
- Performed continuous process improvement and governance on Software Development Standards, Tools and Techniques.
- Collaborated with global team operations in USA, Singapore, Philippines and Germany.

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Ad.WRIGHT! Communications Pte Ltd   Jun 2006 - Jun 2009

Asst. Project Manager
⬆ Senior Web Developer
⬆ Web Developer
⬆ Web Application Administrator

INDUSTRY : FULL SERVICE AGENCY SPECIALISED IN BRANDING, MARKETING, ADVERTISING
SPECIALIZATION : APPLICATION DEVELOPMENT, SYSTEM ADMINISTRATION

CAREER HIGHLIGHTS

- LAMP development with multiple PHP CMS: Drupal, TYPO3, Joomla etc.
- Javascript development - jQuery, Prototype, MooTools etc.
- Administer & support Linux, MySql, FTP and Zimbra email servers and SugarCRM. Shell scripts.
- Main technical contact person for all clients on all programming and server issues.
- Training new hires' development skills & Linux.
- Acting Project Manager for 6 months (during external recruitment).
- Developed javascript interface layer between frontend and RoR/Java backend for major client.
- Learnt and applied Photoshop
- Linux server setup and management
- Setting up datacenter rack based Windows server and networking
- Service monitoring, administration, scripting for web application uptime

Equant Network Systems Ltd   Jun 2005 - Nov 2005

Internship with Professional Services

EQUANT IS THE ACKNOWLEDGED LEADER FOR GLOBAL DATA (PACKET) AND IP SOLUTIONS TO LARGE MULTINATIONAL BUSINESSES WORLDWIDE.

CAREER HIGHLIGHTS

- Worked on Cisco projects
- Worked on Packeteer devices "Command and Control" scripting project
- Visual Basic scripting
- Researching Cisco devices, topology and technology for tenders

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- Product Prototype, Design
  - Photoshop / Balsamiq / Canva
  - User Interface / Wireframe / Mockup
  - Database / System design
- Marketing Campaigns
  - Google Analytics
  - Marketo / Emarsys
  - MadMimi / Mailchimp
  - Amazon AWS , SES / Digital Ocean
- Enterprise Software
  - Salesforce / SugerCRM
  - Sharepoint / Lotus / Microsoft Exchange
  - Monarch / Crystal Reports / Microsoft Access
- Brand Perception
  - Excellent English - Written & Spoken
  - Content Production
  - SEO / Interest Analysis
  - AB Testing
- Business Intelligence
  - Data Mining / ETL / Warehousing
  - Regular Analytics Reporting
  - Tableau / Infobright / Qlikview
  - CloverETL / Excel
- Customer experience
  - Visitor Journey / ROI Optimisation
  - Product management
  - Merchandising
- Systems
  - BSS / CRM
  - Website / Integrated media platform
  - Social media
  - E-commerce / Cart
  - Payment gateway / Supply chain / Shipping integration
  - Data miners / Aggregators
  - Big Data
- Development
  - PHP / RoR / Python / Node.js
  - Javascript, Libraries, Frameworks, Single Page Apps
  - Express / Meteor / Socket.io
  - CSS3 & HTML5
- CMS etc
  - Drupal / Wordpress / Joomla
  - Redmine / Moodle / Jira / OpenX / Mantis etc
  - Ubercart / Magento / Prestashop
  - Laravel / CodeIgnitor / CakePHP / Express / Yii

- Email delivery platform
  - Blacklist prevention
  - Bounce handling
  - List cleaning
  - DKIM / SPF / IP Warming
  - MTA - Exim / postfix / PowerMTA / port25
- System Administration / Servers
  - Apache / IIS / Tomcat / Nginx / Mongrel
  - Mysql / Mongodb / Redis / SQLite / Sphinx
  - Git / Magento / SVN
  - Samba / Asterisk etc
  - CCNA / BGP / OSPF / MPLS / TOR / Torrent
  - Active Directory
  - Linux / Unix / Windows
  - Fedora / Redhat / Centos , Debian / Ubuntu
- Corporate Skills
  - Liason between Business and Tech
  - Pre-sales consultation and technical documen
  - Delivering Reports & Presentations
  - Proposal / Business Plan
  - Detailed Documentation
  - Feasibility Study
- Leadership
  - Project & Account management
  - Recruitment & Training
  - Agile & Scrum Processes