

PROFESSIONAL SUMMARY

Senior Project and Program Management Consultant from Singapore with 9 years of delivery excellence in Portfolio Governance & Service Management Support among Key Enablers (Change, Release, Risk & Cyber Security) Principles as Practices



My diverse experience consists of Digital Transformation programs, Change & Release Management, Budget & Finance Management, Business Performance Improvements, Service Management BAU Operational activities, Enterprise IT Risk, Cyber Security and Obsolescence Management

Professional Competency Model of 9 years from Singapore (APAC HQ) includes 5+ years in Banking & Finance with the primary focus on regulatory and GDPR compliance for IT Risks & Cyber Security. The rest contributions are as 1 year in Healthcare & Pharmaceutical, 2 years in ICT infrastructure and 1 year in Travel & Transportation out of my total 17+ years of IT industry work experience.

My latest work contributions were from BNP Paribas Wealth Management IT Hub for initial FinOps Cloud based Cost Optimization collaborations work for Budget & Finance, Transversal Asset Project Management (5+ KPIs) and Global User / Application Administrator for Users Production queries Management of IT Applications (Around 1000+ login). Other IT tools as SailPoint for Identity & Authentication Management for audit requirement fulfillment for User & Asset Reconciliation, Delivery releases using Solution Business Manager, IT Cybersecurity Risk management using Jira Kanban Board and Software upgrade SPOC for Atlassian.

Earlier assignment was with GRAB, Singapore as IT Portfolio Manager. I was responsible for creating automated KPI centric design and developed solutions, Customer Satisfaction dashboards along with technology transition activities in E2E both Solution delivery and Service Management Tools in Cloud Hybrid infrastructure platform.

COMPETENCIES

<ul style="list-style-type: none"> Serena Business Manager Integration from Portfolio for IT Tools (Clarity, Service Now, Jira, HP ALM etc.) Portfolio Management and Governance – APAC (15 countries), AUS & NZ 	<ul style="list-style-type: none"> Program Budget and Finance Management (EMEA) (APAC) 2500 MD Adjustment in PPM Tool with Timesheet E2E Regulatory Compliance 	<ul style="list-style-type: none"> Project Management Delivery in Transversal Identity & Access Reconciliation, Authorization, Approval Administration (PROD)
<ul style="list-style-type: none"> On boarding & Identity verification – Setting up accounts using SAP IoT Application enablement in cloud 	<ul style="list-style-type: none"> Business Strategic Planning for OKR (Objective & Key Result) 	<ul style="list-style-type: none"> Supplier / IT Vendor cases & contract management / Partners
<ul style="list-style-type: none"> Presentation / Negotiation / Communication Plans 	<ul style="list-style-type: none"> BFSI – Cyber Security, Information Security & Risk 	<ul style="list-style-type: none"> Usage of Smart e-Forms with workflows
<ul style="list-style-type: none"> Data Analysis / Business analytics – (Tableau, Microsoft Power BI, Google) ✓ Supply chain analytics (PR, PO, INV) ✓ Customer Journey Analytics (CSAT) ✓ Financial analytics (Budget vs. Actual) 	<ul style="list-style-type: none"> Scrum & Agile Delivery Project Management Collaborative work using Microsoft Team, Facebook Workplace etc 	<ul style="list-style-type: none"> Enterprise Risk Management, Incident, Change & Configurations using Clarity, ServiceNow

KEY RESPONSIBILITIES (Industries, FinTech Regulatory & Quality Standards since the Year 2000)

- **BFSI (WM)** – Transversal Assets (HNW applications as Authorization) Techno-Functional Project Delivery Manager Consultant
- **Transportation, food delivery** and digital payments services (Grab GTS)– IT Portfolio & Enterprise Risks Centralized dashboard
- **FSI (\$\$ 20 Mn)** - Deliverables (FTO-Cloud) & Mobilization set up as an Agile PM Consultant
- **Pharmaceutical** - Coordination, collaboration and communication in Demand, Project, and Solution portfolio across 15 countries & Business Process Analysis for Resource Utilization (PPM Tool csv data) & fixing the gap with Billing/ Accountancy Report
- **Travel & Transportation** - Enterprise Business Process Analysis (150process) / Business Relationship Management. SPOC for entire RFI phase with 9 vendors

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Singapore PR (since 2009)

Available Immediately

- **BFSI** - Budget tracking sheet – Euro 18 Mn & Financial Forecast view – 40 projects and Program Governance Euro 7.46Mn
Banking Audit Remediation Weekly Status Reporting of 1000 critical apps (Euro 2.2 Mn). Vendor interaction for 60 resource mobilization (4 steps on-boarding)- US, UK, SG, India
- **Healthcare (NEHR Program)** - EVM Reports & Asset Register comprising of over 2000+
- **Telecom** - Delivered VTM solution rollout in the countries Australia, New Zealand, Hong Kong, Malaysia, Taiwan, and Vietnam overcoming Time zone challenges
- **Telecom (NGNBN Program)** - Program Control & Coordination - S\$75Mn to S\$200Mn
- **BFSI** - Portfolio Reporting & Support – Roadmap for 15 projects, Financials–30Mn USD
- **BFSI, Healthcare, Insurance, FMCG** Process Consulting, Compliance & Quality Assurance, Quality Management, Project Health Check, Dashboard, Reviews, Audit & Assessment
- **Aircraft / Aeronautics / Aviation:** Six Sigma Process Improvement Assignments

PROFESSIONAL EXPERIENCE (In detail Last 5-7 Years)

BNP Paribas Wealth Management IT Hub, Singapore – Senior Project Manager

2021 Mar – 2022 July

- ✓ Proactively created Delivery Execution pipeline-2022 using Confluence Macro for 6 Assets Deliverables (Techno Functional)
- ✓ Weekly gathered feedback from all stakeholders (Clients – Reg Finance, Operations & Data Compliance) and project team members to maintain the delivery progress and the actions required to mitigate issues, risk, and dependencies
- ✓ Prepared COPRO status reports including both technical and non-technical progress for the management and stakeholders
- ✓ Assigned with confidence as Global Asset Administration (Profile 1 & Profile 2) for Transversal Portfolio of around 1000 users
- ✓ Corrected License Quotations (90 K USD) review and approval for audit requirement of project delivery to meet Cyber Security and Obsolescence Management.
- ✓ Accomplished and met automation requirement of tracking status of A2L, ASB, OBS and IT Risk Cards in Jira Kanban Board by scraping the Excel Workbook having around 35 column fields with addition to Team BAU activities of Training & KT
- ✓ Innovatively created Kanban Board 3 tier & 2 tier including backlogs and swim lanes using JQL queries for around 70+ points of Cyber security from 10+ categories and Obsolescence from software Application, Database, Servers as a digital transformation
- ✓ With addition to operational risk management from LoD1 for functional projects where 7+ enables in LoD2, contributed to creation and mentoring of IT Risk Cards from ADM team.
- ✓ Proactive Initiative to create Dashboards in Solution Business Manager System for assigned Assets to track the Delivery Release Dates for compliance with Release & Change Management Business Enabler Process requirements in the system Service Now.
- ✓ As BAU activities, tracked diverse requests, changes, and incidents closure in Service Now for A2L up and downstream interface
- ✓ Actual Adjustment for 2 quarters as Cost shifting and revenue generation plan in PPM tool, Clarity with Budget Code

Grab, Singapore - IT Portfolio Manager

2019 May – 2019 Dec

- ✓ Designed and developed End-to-end process using G-Suite to manage **CSAT** (Customer Satisfaction) scorecard and **OKR** (Objective and Key results) from multiple departments for diverse domains IT projects using automated personalized portfolio reports, thereby achieving 15% effort savings with operational efficiency.
- ✓ Created and managed IT Portfolio roadmap at Confluence using Macros (Active Projects from Wrike PM Tool) across the entire governance framework (Around 40 projects with Milestones Plan and Actual Delivery from 4 vertical units & 10 diverse domains)
- ✓ Used Confluence Wiki for work automation by moving data across applications and transforming into meaningful information and triggering to actions for item owners.
- ✓ Generated consolidated reports on projects' CSAT (customer satisfaction) and four OKR (objective and key results) with process flow and documentation (End to End) using G-Suite and Confluence for fulfilling Business Leads / Managers objective.

Temasek Holdings, Singapore – Consultant (PMO)

2018 Sep – 2019 Jan

- ✓ CSV data analysis from Jira (PPM tool) for program overdue tasks as per value drops and billing milestone schedule delivery.
- ✓ Maintained Resource Mobilization Master Sheet (S\$5Mn) for payment milestone of total S\$20 Mn in Cross Functional team.
- ✓ Global citizenry and Mobilization updates in multi geographical, multi generation, multi-cultural global diversity team
- ✓ Supported in onboarding and technical deliverables (16 work streams) among multiple parties for CR, Risk Mitigation, Review, Dependency & Interdependency for IT security program of FTO & Cloud projects
- ✓ Tracked Jira program dashboard RAID update for E2E delivery
- ✓ PMO process governance (internal) set up by analyzing operational PMO activities from Org PM Handbook practice. Minutes and action items follow up for Fix Tech Operate team for N/W, H/W, Cloud, ITSM, and Chat

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- ✓ Organized 50+ SDLC templates (as per 4 phases of SOW) at Microsoft Team.

Roche Diagnostics, Singapore - Senior Business Analyst

2017 Dec – 2018 June

- ✓ Solution created as per cause of variances in the business process for APAC Human resources (15+ countries) utilization from Accountancy data variances using CSV data extract from Clarity (PPM tool) and SAP.
- ✓ Resolved Business concern on Resource Allocation / Utilization / Demand. Data fields analysis, data structure study, data cleansing till data presentation, then testing of Clarity as per FS & User Specifications for process change request.
- ✓ APAC Resource data analysis (Clarity as PPM tool)- Resource Allocation / Resource Utilization / Supply - Demand reports using CSV data (Data of 5000 + rows) extract, business data understanding and visualizing, using pivot functionality to know the cause of variation and presented for actionable decision.
- ✓ Created new WBS in SAP for APAC Cross sites (Local, Regional, and Global).
- ✓ Coordination, collaboration and communication in Demand, Project Solution portfolio across 15 countries in Projects (Euro 140K), Portfolio (CSV, Non-CSV, Infrastructure etc.) while maintaining Architecture review check and GAMP quality control practice
- ✓ Delivered Risk Management Training presentation for APAC DIA IT
- ✓ Active participation in Risk Management Practice to support identification, assessment, monitoring and control based on 3*3 matrix
- ✓ Assisted in Project Management Community Practice workshop and created functional summary minutes

Tata Consultancy Services, Singapore – Analyst

2015 April – 2017 April

Citi Bank, Singapore

- ✓ Business Analyst for APAC Operations Review Report (SLA target & KPI Metric). Created reports for Incidents occurred for 7 LOBs & Data Analysis form Service Now and Local Apps (Japan Prestia & SMTC)
- ✓ Monthly APAC Operations Review Report (SLA target & KPI Metric) - Incidents occurred for 7 LOBs
- ✓ Weekly software quality review report – Major Incidents, Batch and User Incidents based on Severity using ServiceNow data
- ✓ Japan Bank & Cards - Country based monthly dashboard for Steering Committee- Weekly Data with SOP Analysis form SNOW & SP and Local Apps (Prestia & SMTC) based on filtration criteria
- ✓ Managing Master MIM tracker for Business impact, Root cause Summary, proactive and corrective actions taken for each major incident (App, Infra, 3rd party) occurred
- ✓ Service Now – APAC Inflow huge data extraction, analysis based on different filtration, verification & validation for ad-hoc reports alignment of daily, weekly and monthly

Deutsche Bank, Singapore

2014 Aug – 2016 Jan

- ✓ Business Analyst for Budget Tracking of Euro 18 MN portfolio with role definitions created from Governance regulation team for compliance check with objective of Financial Performance Management.
- ✓ Update by adding External (FP / T&M) & Internal (Rate & Band) costing, s/w maintenance, h/w cost, license wrt. Approved budget.
- ✓ Created and maintained Monthly Forecast for projects (Around Euro 7.46 MN program) with buy-in from multiple managers.
- ✓ Monthly Actual Reconciliation, PR Reconciliation, and Labor Reconciliation
- ✓ Control charts were used to monitor and control financial project forecasting processes to ensure that they operate at their full potential to produce a required result with openness for continuous improvement.
- ✓ Quarterly Adjustment among over utilize and under-utilize projects for proper budget utilization
- ✓ EPM tool (Clarity) - Created cost plans, budget plans approval, charge-back & carryover, project giveback, tracked monthly expenses and data Completeness Check (PM activities)
- ✓ Project operational Risks & compliance check for monthly IT Governance to meet financial standards
- ✓ Responsible for status reporting of audit remediation program of 1000+ critical apps (Around Euro 2 MN program)
- ✓ Maintained the process for getting SOW, VID creation, VRM tracking, PR creation using Asset catalog, follow up for PO approval, Invoices verification from 5 vendors for T&M/Fixed Fees

Business Data & Processes Analysis (for Solution Delivery & Service Management)

ICT infrastructure (Telecom) having framework of Business Support System & Operations Support System – 2 years
Healthcare, Pharmaceutical, Travel & Transportation etc. – 2 Years

- ✓ Project Management & Governance related Methodologies throughout DSAG (Demand & Solution Architecture)
- ✓ Expertise in analyzing customer requirements and translating the same into user stories, test strategy and test cases
- ✓ Develop project plans in OSS-BSS framework for tracking schedules, specifications, risks, and contingency plan
- ✓ ITIL IT Service Management, ISO Security Management SLA, OLA policies

- ✓ Agile Methodology & Design Thinking with quality framework models
- ✓ GAMP (Good Automated Manufacturing Practice) & e TOM – OSS-BSS (Enhanced Telecom Operations Map)
- ✓ Data Extraction, understanding, preparation, categorization, analysis, modeling till delivery to minimize the gap in reports
- ✓ Business Process workflow and System data visualization for continuous process improvement to meet stakeholders' expectations for Relationship Management with addition to sustainable sponsorship continuity

TECHNICAL SKILLS (IT Tools Experience)

- Jira, Wrike, Trello, CA Clarity, Plan View, G Suite, Microsoft, Oracle Primavera
- Confluence - Collaboration software work in conjunction with Jira & Workato
- Solution Business Manager for Release Management
- SAP ERP – Order Management & Procurement, WBS
- Tableau (BI tool), Pivot Table (Microsoft Excel 2013/2016), Python
- ServiceNow – IT Service Management
- MS Office 365, MS SharePoint / Teams
- Microsoft Visio, Lucid Chart & Draw.io – Process Flow
- Wireframe Design & Prototype (2022)

SKILLS TRAINING (Year 2019-2022)

- IBM Cloud Computing (incl. FinOps Collaboration), Domain Driven Design (Open Banking API) & Cyber Security
- Data Science Tool Kit (Anaconda Platform, Jupyter Notebook, Spyder, Python Package (Panda, NumPy, Matplotlib), Linear Regression Analysis, Databases- MySQL, DB-API, SQL Alchemy, Flask
- Facebook & Google Application Development Environment (Google Design Sprint Framework & Methodology)
- Tableau software & Microsoft Power BI Desktop: prepare, analyze, and share DATA

CERTIFICATES/COURSES

- NUS Business School - FinTech 2022 – Blockchain Technology & Platform, Smart Contracts & Regulations (Digital Token, Trade & Security Business Acts, License & Global Technology Market Risks (9 Emerging Technologies for FinTech)
- SAP Fundamentals of Data Science & Predictive Analytics (2020-2021)
- AWS Foundations for Business Professional, ITIL 4.0 / ITSM framework, Co-BIT 2019, ISO 27017 – Information security
- Agile Delivery, Planning, Scrum and Agile Management from Skill soft (2017 – Tata Consultancy, Singapore)
- Banking Risk Culture & IT Security modules (2015 – Deutsche Bank, Singapore)
- Certified PMP-40PDUs, PRINCE2 at VGE (2010-2011)
- e-TOM / OSS-BSS framework, IT Security Management in Clouds (2009 – Alcatel Lucent, Singapore)
- ISO 20000/ 9000 Auditor Course from Quint and trained on CMM / CMMI, ISO/IEC 27001:2005 (Hewlett Packard- 2007)
- Certified ITIL- IT Service Management, Exin (Hewlett Packard, India – 2006)
- Certified Six Sigma Green Belt (DMAIC), General Electric, Aircraft Engine, India (2003)

PROFESSIONAL CAREER JOURNEY (2000 – till date)

Location: Singapore (2008 – till date)

- 2021 Mar – 2022 July: Amaris Consulting – **Client:** BNP Paribas Wealth Management IT HUB, Singapore
- 2019 May - 2020 Jan: Recruit First – **Client:** Grab (As **IT Portfolio Manager**)
- 2018 Sept – 2019 Feb: Infosys Consulting – **Client:** Temasek Holdings (As **PMO Consultant**)
- 2017 Dec – 2018 Jun: U3 InfoTech – **Client:** Roche Diagnostics (As **Senior Business Analyst**)
- 2015 Apr – 2017 Jun: Tata Consultancy Services, Singapore (As **Analyst**)
Clients: Deutsche Bank, Citibank, NYKSM
- 2014 Aug – 2015 Mar: Optimum Solutions - **Client:** Deutsche Bank (As **Senior PMO – Budget Management**)
- 2012 Nov – 2013 Mar: Accenture - **Client:** MOH (MS Plan & SPI / CPI Metrics, Billing Schedule Delivery with Client, Change Management & Asset Management with procurement coordination) (As **PMO Specialist**)
- 2011 Aug - 2011 Oct: RPI - **Client:** Vodafone Global Enterprise for client DHL (**Service Management Consultant**)
- 2009 Nov - 2010 Dec: People Search - **Client:** Alcatel Lucent / Nokia (Program Schedule, PM & SDLC Modules in OSS / BSS, Release & Defect Management) (As **Project Scheduler- PMO**)
- 2008 Jul – 2009 Jan: Robert Walters - **Client:** Credit Suisse (Portfolio Reporting, PM Support & Project Management) (As **PMO**)

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Location: Bangalore, India (1998 – 2008)

- 2003 Sep – 2008 Jun: Hewlett Packard - **Clients:** P&G APAC (FMCG), P&G EMEA, (As **Process & Quality Consultant**)
Clients: PGGM Netherlands (BFSI), CBA AU, Wind Italy (As **Technology Consultant**)
 - 2001 Aug – 2003 Apr: GE Aircraft Engine – SCM (As **System Analyst**)
 - 2000 Jan – 2001 Feb: Aeronautical Development Agency – CFD (As **Research Associate**)
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EDUCATIONS / QUALIFICATIONS

- 2022 – FinTech: Innovation and Transformation in Financial Services - Aug 2022 from NUS Business School (Singapore)
- 2021 - SAP Fundamentals of Data Science & Analytics (Singapore)
- 2015 - Enterprise Risk Management from SIM Global (Singapore)
- 1995 – 1998 (Full Time) - Masters' Degree in computer application, Utkal University, India
 - 6 Months Research project work at IISc, Bangalore
- 1992 – 1995 (Full Time) – Bachelors' Degree (Hons with Dist.) in Science, Ravenshaw College, India