Asad Khan

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PROFILE

PMP-certified Project Manager with 12+ years leading complex, multi-stream initiatives across data platforms, integrations, analytics reporting, ERP ecosystems, and regulated operations. Expert in end-to-end project delivery (charter → business case → requirements → workflow mapping → schedule/budget → RAID → governance → benefits realization), with strong capability in policy/process standardization, audit-ready controls, and organization-wide change. Trusted partner to executives and cross-functional stakeholders (clinical/business/technical equivalents) to deliver measurable outcomes through disciplined governance, clear decision-making, and high-quality documentation.

CORE SKILLS

- **Project/Program Management:** Charter, scope, WBS, integrated schedule, critical path, dependency management, budget forecasting, resource planning, RAID, change control, decision logs, SteerCo packs, benefits realization
- **Governance & Compliance:** Stage gates, quality controls, audit readiness, documentation standards, CAB/change governance, vendor governance, risk mitigation, SOX, PHIPA, FDA, GxP, IFRS 17
- **Process & Policy Delivery:** Requirements gathering, workflow mapping (Visio), process standardization, process improvement, operating rhythms, SOP/runbook development
- **Change Leadership:** Stakeholder mapping, executive communications, adoption planning, training coordination, release readiness, cross-functional alignment
- **Data & Analytics Delivery:** Data pipelines/integrations, reconciliation controls, BI dashboards (Tableau), reporting governance, data quality controls
- **Tools:** MS Office (Excel, PowerPoint, Word, Outlook), MS Project, Visio, SharePoint, Smartsheet, JIRA, Confluence, ServiceNow

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PROFESSIONAL EXPERIENCE

SUN LIFE FINANCIAL — Toronto, ON
IT Delivery Manager (Data/ERP/Integrations/Analytics) | Feb 2023 – Feb 2025

- Independently led multiple concurrent, high-complexity initiatives across data, integrations, reporting and enterprise platforms owning project charters, business case inputs, requirements, workflow mapping, integrated schedules, budget tracking, RAID, resource plans, and benefits realization.
- Established and ran project governance to enable timely decisions and independent delivery execution—set up SteerCo/working groups, escalation paths, decision logs, stage gates, and delivery standards, ensuring transparency and accountability across business and technology leadership.
- Led organization-wide change and stakeholder alignment across 25–40 stakeholders (business, risk/control, engineering, data, vendors)—driving shared outcomes through structured communications, dependency management, and executive-ready decision materials.
- Defined and standardized delivery "ways of working" (policy/SOP-level process standards) across releases—implemented intake and prioritization workflows, release readiness criteria, reconciliation gates, cutover runbook templates, documentation standards, and triage/escalation paths, improving predictability and control outcomes.
- Designed and operationalized data quality and reconciliation controls (source-to-target checks, break reporting, triage workflows, and resolution SLAs) to strengthen audit readiness and reduce downstream errors across integration and reporting pipelines.
- Project-managed SAP BTP integration delivery connecting SAP S/4HANA with AWS services and Informatica pipelines—owned integrated planning across ERP/cloud/data teams, executed SIT/UAT, cutover readiness, release governance, and hypercare stabilization across 4–6 releases, achieving 98% reconciliation pass rate at go-live.
- Delivered executive-ready analytics and reporting governance for Group Insurance—launched 5 Tableau dashboards (Claims trend/severity, Loss Ratio, Premium/Growth, Retention/Lapse, SLA/TAT) and drove 70–80% adoption within 6–8 weeks, improving decision velocity and performance visibility.
- Led controls-focused reporting migration governance for Vietnam and Philippines (Tableau reporting from IFRS 9 → IFRS 17)—implemented documentation standards, sign-off checkpoints, and audit-ready governance; achieved 100% milestone signoffs across 2 countries / 2 workstreams.
- Governed change/release execution using ITIL-aligned controls (CAB/change approvals, verification gates, post-release validation), reducing integration-related production incidents by 15–20% and improving operational stability post-release.

- Managed portfolio financials and resourcing across a $1.8M+ annual run + change budget, improving forecasting transparency and KPI-based delivery tracking.
- Led and developed a multidisciplinary team (14+) by setting clear accountabilities, improving delivery hygiene, and strengthening transition-to-operations practices.

CIPLA PHARMACEUTICALS — New Jersey, USA & Mumbai, India
Senior IT Manager (Enterprise Platforms | Regulated Operations) | Dec 2018 – Feb 2023

- Served as the strategic and operational lead for SAP services in a GMP/GxP-regulated environment, translating business priorities into delivery roadmaps, release plans, and adoption/change readiness across regulated manufacturing, quality, and supply chain operations.
- Program-managed up to $7M USD SAP ERP transformation initiatives across Finance + Supply Chain (O2C, P2P, FI/CO, MM, EWM, PP, QM, Vistex) and complex integrations (3PL, banking, serialization, vendor portals, regulatory reporting)—owning business case inputs, charter, integrated plan, budget, RAID, governance cadence, vendor/SI management, and executive reporting.
- Led end-to-end delivery from initiation to close-out: requirements workshops, workflow mapping, build/test (SIT/UAT), reconciliation controls, 2 cutover rehearsals, go/no-go governance, rollback planning, and command-center hypercare—delivering controlled launches with 3-week stabilization.
- Developed and institutionalized "standard ways of working" (policy/SOP-level process standards) for delivery execution in a regulated landscape—release readiness criteria, validation-friendly documentation standards, cutover/runbook templates, triage/escalation paths, and reconciliation gates—reducing delivery risk and improving audit readiness across multiple releases.
- Defined and implemented change control and compliance controls aligned to CSV/GxP validation expectations—chaired CAB, enforced change documentation and approval workflows, and improved throughput while protecting production stability; reduced high-priority ticket turnaround by 35% (14 → 9 days).
- Led multi-site rollout and process standardization across 2 plants/warehouses (including S/4HANA delivery for Cipla South Africa across SCM/Manufacturing/EWM/P2P/QM/FI/CO), coordinating cross-functional SMEs and system integrators through testing, cutover readiness, and go-live stabilization.
- Project-managed SAP IBP implementation to operationalize shelf-life/expiry management and clinical trial supply planning—led requirements, integrated design, SIT/UAT, and cutover readiness; integrated IBP planning outputs and master data with SAP S/4HANA to improve compliance and end-to-end visibility for time-sensitive inventory.
- Established SAP services governance / operating model across L2/L3 support and enhancement delivery—ran monthly service reviews, maintained SLA/KPI scorecards, governed a $5M+ support/enhancement portfolio, and managed global vendors to improve stability and user experience.

CONSOLIDATED EARLIER EXPERIENCE
Capgemini — Senior Consultant | Apr 2015 – Apr 2016
DXC Technology — Consultant | Mar 2012 – Apr 2015
Mahindra Bristlecone — Consultant (Contract) | Feb 2011 – Jun 2011

- Delivered SAP implementation/rollout initiatives across Finance and Supply Chain for global clients; supported requirements workshops, process mapping, delivery plans, testing (SIT/UAT), cutover readiness, and hypercare stabilization.
- Designed/optimized reports and automation routines, reducing reconciliation/reporting cycles by 20%+ and improving operational efficiency by up to 25%.
- Implemented warehouse enablement solutions (barcode/reporting enhancements) improving inventory accuracy and warehouse throughput.

EDUCATION & CERTIFICATIONS

- Project Management Professional (PMP®) | PMI, Canada | Apr 2025
- MBA, Project & Program Management | HULT International Business School, Boston, USA | 2017
- B.Sc. Computer Science | Chennai University, India | 2010
- SAP Certified Development Associate – ABAP NetWeaver 7.0 | SAP, Germany | 2011

ADDITIONAL INFORMATION

- Canadian Permanent Resident
- Languages: English (Fluent), French (Beginner), Hindi (Fluent)