

## *Position Applied for: PROJECT MANAGER*

### MR ABC

#### Career Profile Summary

---

Mr ABC is a high calibre senior professional with **IT leadership** experience and a proven track record in **management** and **technology consulting**. He is a certified **Project Management Professional (PMP)** and previously from **Accenture**. He has successfully led and delivered numerous large and complex engagements from inception through delivery in the financial services and telecommunications industry. He has vast experience and knowledge in the full spectrum of business and IT solutions from strategic planning to day-to-day operations in the areas of change management, customer relationship management, performance management, enterprise solutions, infrastructure integration, business intelligence, outsourcing and software development. He is an exceptional problem solver and result-oriented consultant to the shareholders and decision-makers, and has made significant contributions to the business through the winning and subsequent successful deliveries of important client engagements. He is independently nominated and admitted to the **International Who's Who of Professionals** in 2003 for having demonstrated exemplary achievement and distinguished contributions to the business community.

#### Personal Details

---

Address :  
 Age :  
 Gender :  
 Nationality :  
 Home :  
 Mobile :  
 Email :

#### Academic Qualifications

---

June 1997 ~ April 1999 **Master of Science in Information Technology** (Pass with Merit)  
 University Science of Malaysia  
 July 1993 ~ April 1997 **Bachelor of Science in Physics** (Honours with Second Class Upper)  
 University Science of Malaysia

#### Professional Certifications

---

June 2002 **Project Management Professional (PMP)**  
 Project Management Institute (PMI)  
 March 2002 **Certified Wireless Network Administrator (CWNA)**  
 Planet3 Wireless  
 December 2001 **Cisco Certified Network Associate (CCNA)**  
 Cisco Systems



#### Professional Membership

---

June 2003 **Member**  
 International WHO'S WHO of Professionals  
 March 2002 **Member**  
 Project Management Institute (PMI)

## Professional Working Experience

---

- April 2005 ~ Present      **Regional Project Director (APAC, Middle East and Eastern Europe Region)**  
A Consulting Company, Professional services
- Lead and manage a professional services practice in delivering core banking system implementation for top-notch financial institution clients in the APAC, Middle East and Eastern Europe regions.
  - Oversee and support business development and pre-sales activities which include structuring deals, designing turnkey solutions, estimating cost of developing and delivering the proposed solutions, negotiating and completing contracts, SLAs and SOWs.
  - Provide strategic direction and technical leadership to all resources in designing, developing and delivering new solutions and product offerings within the service line frameworks.
  - Build and institutionalise program and project management practice, direct and spearhead internal improvement initiatives in attaining Capability Maturity Model (CMM) accreditation, establish and create outsourcing services model, solutions and delivery capability.
- July 2002 ~ March 2005      **Project Director – Data Warehouse Practice (Asia Pacific Region)**  
An IT Group of Companies
- Business Development & Client Relationship Management
- Assist clients in developing strategy and create innovative client specific solutions that drive meaningful business change.
  - Develop services and product offerings targeted to specific market segments, based on thorough market research and analysis.
  - Find and pursue new business opportunities across all areas of specialisation, both within the company existing client base and at targeted new accounts.
- Project Management and Service Delivery
- Provide leadership and creativity in the design and implementation of client engagements.
  - Manage the delivery and implementation of a broad range of services through the full engagement lifecycle.
  - Direct the concurrent activities of multiple engagement teams.
  - Consistently achieve engagement revenue, margin and quality targets.
- People and Practice Management
- Attract and appropriately motivate professionals to build a practice leveraged to achieve growth, productivity and profitability targets.
  - Provide appropriate mentoring, feedback, training and development opportunities to help individual professionals reach their full potential.
- April 2000 ~ June 2002      **Senior Consultant**  
A Global Consulting Firm
- Manage and deliver clients projects using appropriate methodologies to meet project financial targets.
  - Create accurate and effective statements of work so that both the client and the staff understand the project expectations and roles.
  - Provide leadership and creativity in structuring and delivering client engagements.
- May 1997 ~ March 2000      **Consulting Manager** (promoted in May 99)  
An IT Public Listed Company on 1<sup>st</sup> board
- Work with the General Manager to evaluate client opportunities and requirements and to develop and execute a services strategy.
  - Develop and cultivate services opportunities, and pursue new business opportunities.
  - Directly manages a team of people, including their training, development, performance and career path.
  - Consistently achieves revenue, margin and quality targets while effectively managing project risks.
- Project Manager** (promoted in Jan 98)
- Manage the planning and delivery of all contractual items for that project, including services, development, training and documentation.
  - Have overall responsibility for the P&L of the assigned projects.
- Associate Project Manager**
- Support inter-functional coordination on project planning and execution for assigned projects.

## Knowledge and Skills

---

|          |   |  |
|----------|---|--|
| Industry | <ul style="list-style-type: none"> <li>▪ Financial Services</li> <li>▪ Telecommunications</li> <li>▪ Government</li> <li>▪ Manufacturing</li> </ul> | <ul style="list-style-type: none"> <li>: Data Warehouse</li> <li>: Risk Management</li> <li>: Performance Management</li> <li>: Central Banking</li> <li>: Conventional and Islamic Banking</li> <li>: Customer Management and Billing</li> <li>: Revenue Assurance</li> <li>: Customer Relationship Management</li> <li>: Electronic Government</li> <li>: Wireless Broadband Networking</li> <li>: Enterprise System Management</li> <li>: Enterprise Resource Planning (ERP)</li> </ul> |
|----------|---|--|

---

|          |  |
|----------|--|
| Business | <ul style="list-style-type: none"> <li>▪ High level management and technology consulting services</li> <li>▪ Program and project management</li> <li>▪ Business process re-engineering</li> <li>▪ Strategic and change management</li> <li>▪ System integration work</li> <li>▪ Client relationship management</li> <li>▪ Business process, IT and infrastructure outsourcing</li> </ul> |
|----------|--|

---

|            |  |  |
|------------|--|--|
| Technology | <ul style="list-style-type: none"> <li>▪ Microsoft Office Suite</li> <li>▪ Programming</li> <li>▪ Database</li> <li>▪ Web &amp; Multimedia Development</li> <li>▪ Project Management</li> <li>▪ Enterprise Modelling &amp; Analysis</li> <li>▪ ERP Software</li> <li>▪ Customer Management &amp; Billing Software</li> <li>▪ E-Learning Software</li> <li>▪ Core Banking Software</li> </ul> | <ul style="list-style-type: none"> <li>: MS Word, Excel, PowerPoint and Visio</li> <li>: Pascal, C, SQL, HTML and Visual Basic</li> <li>: MS Access, MS SQL Server and DB2</li> <li>: Macromedia Director and MS FrontPage</li> <li>: MS Project</li> <li>: IDEF</li> <li>: J.D. Edwards OneWorld</li> <li>: Portal Infranet 6.0.3</li> <li>: Docent Enterprise 5.0</li> <li>: Temenos Globus and T24</li> </ul> |
|------------|--|--|

---

|          |  |  |  |
|----------|--|--|--|
| Language | Proficiency (0 = Poor or 10 = Excellent)   | Spoken   | Written  |
|          | <ul style="list-style-type: none"> <li>▪ English</li> <li>▪ Malay</li> <li>▪ Mandarin</li> <li>▪ Cantonese</li> <li>▪ Hokkien</li> </ul> | <ul style="list-style-type: none"> <li>: 10</li> <li>: 8</li> <li>: 8</li> <li>: 8</li> <li>: 8</li> </ul> | <ul style="list-style-type: none"> <li>: 10</li> <li>: 8</li> <li>: 6</li> <li>: -</li> <li>: -</li> </ul> |

## Salary

---

|          |   |            |
|----------|---|------------|
| Current  | : |            |
| Expected | : | Negotiable |

## Availability

---

|               |   |                               |
|---------------|---|-------------------------------|
| Notice Period | : | Three (3) months (Negotiable) |
|---------------|---|-------------------------------|

## Appendix

### Projects

---

- 01) Oct 04 ~ Mar 05      **Budget and Expenditure Management System (BEMS) and Centralised Financial Institutions Information System (CFIIS) Development and Implementation for a Central Bank**  
 Project Director
- Responsible for leading and managing two project teams in developing innovative solutions to drive constructive business processes change.
- 02) Jul 02 ~ Sep 04      **Data Warehouse Implementation for three Major Banks in Thailand**  
 Project Director
- Responsible for leading a multi-cultural and diverse team, managing all projects in Thailand and facilitating close working relationship with the clients.
- 03) Apr 02 ~ Jun 02      **Enterprise System Management Implementation for an Electronic Government (EG) Shared Services Outfit (SSO)**  
 Subject Matter Expert
- Responsible for providing technical consultation on the implementation of Enterprise System Management capability.
  - Key system management services include server monitoring, server fault and recovery management, server remote management, server software distribution, and asset and inventory management.
- 04) Jan 02 ~ Mar 02      **Optical Wireless Network Assessment and Terabeam Free Space Optics (FSO) Implementation for a Government Agencies Network and Common Services Provider**  
 Network Manager
- Responsible for evaluating the Local Area Networks (LANs) and managing the optical wireless network implementation.
  - The main stream of works are site survey, business requirement analysis, network detailed design, installation and testing, training, deployment and post-production support.
- 05) Jul 01 ~ Dec 01      **Loyalty and Rewards Program Implementation for a Major Start-Up Telecommunication Provider**  
 Technology Architect
- Responsible for developing a technical framework for the loyalty and rewards program initiative.
  - The scope of works includes technical and application architecture design, data filtering definition, technical costing estimation and software selection scoring framework.
- 06) Jan 00 ~ Jun 01      **Portal Intranet Customer Management and Billing Software Implementation for a Major Telecommunication Provider**  
 Deployment Manager
- Responsible for planning, coordinating and managing the deployment phase for an ISP customer management and billing software implementation.
  - The major activities are end-user training, data cleansing and migration, system integration and user acceptance testing, production readiness, operational support and go live.
- 07) Oct 00 ~ Dec 00      **Internet Billing Delivery Capability Business Process Reengineering (BPR) for a Major Telecommunication Provider**  
 BPR Manager
- Responsible for managing a team of consultants to interview users from various departments, document the 'as-is' billing processes and identify improvement opportunity in the current billing operation
  - Capture the new business requirements and develop the 'to-be' billing processes leveraging on the new customer management and billing software implementation to resolve the existing billing operational issues and streamline the billing processes for better control and efficiency.
- 08) Jul 00 ~ Sep 00      **End-To-End Revenue Assurance Analysis for a Major Telecommunication Provider**  
 Team Manager
- Responsible for leading a team of analysts to review and analyse the revenue generating processes such as customer registration, service provisioning, rating and billing, payment collection, bad debt recovery, fraud management and credit control.
  - Identify potential revenue leakage and thereafter to develop an end-to-end reconciliation and control processes to minimise revenue leakage and improve the current revenue assurance situation.

- 09) Apr 00 ~ Jun 00      **Electronic Labour Exchange (ELX) Project Management for an Electronic Government (EG)**  
 Team Leader of Project Support Group
- Responsible for managing the development and implementation of the Electronic Labour Exchange (ELX) project.
  - The major tasks are to provide knowledge content to the Government spokesperson on the technology requirement off and during negotiation with the winning tenderer, review all technical deliverables submitted by the winning tenderer on the technical and technical-financial negotiation and provide value-added consultation to the client regarding various project matters.
- 10) Jul 99 ~ Dec 99      **ERP Distribution Software Implementation for a Multinational Marketing & Distribution Company**  
 Client Project Manager
- Responsible for planning, directing and coordinating activities and resources across multiple disciplines to ensure that project goals are accomplished on time, within budget and meeting business objectives while ensuring client satisfaction for the implementation of J.D. Edwards Distribution software.
  - Assist the client's project manager in monitoring and tracking the progress of the implementation and in resolving human, functional and technical issues.
- 11) May 99 ~ Aug 99      **ERP System Upgrade Recovery for a Local Printing Manufacturer**  
 Client Project Manager
- Responsible for recovering a system upgrade failure, probing the problems, identifying the causes of the failure and rectifying them accordingly.
  - Study the impacts of the system upgrade and manage the changes affecting the end-users, also assist and guide the client's MIS department to carefully research their software, hardware and networking infrastructure to comply with the Y2K issue.
- 12) Jan 99 ~ Apr 99      **System Performance Improvement and Data Purging Exercise for a Shiprepair, Engineering & Shipbuilding Company**  
 Project Manager
- Responsible for drawing up a data purging exercise testing and working plan to archive historical data in order to improve the performance of data processing, and analysing the future software and hardware requirements as the client have the intention to migrate to the client-server platform.
  - Develop a contingency plan, manage and calculate the down time required by the actual execution.
- 13) Oct 98 ~ Dec 98      **ERP Software Post-Implementation for a Multinational Marketing & Distribution Company**  
 Project Manager
- Responsible for assisting the client in solving all issues pertaining to J.D. Edwards Financial software caused by improper implementation and only partially meeting the project specification.
  - Manage the end-users frustration over the long unresolved issues and support them to completely migrate from their legacy system to the new system.
- 14) Apr 98 ~ Dec 98      **ERP Financial Software Implementation for a Stockbroking Company**  
 Project Manager
- Responsible for planning the implementation of J.D. Edwards Financial software.
  - Provide leadership and motivation to the project team members throughout the project life cycle, communicate effectively the responsibility and task to them and monitor the progress of the project to ensure project deliverables are achieved on time and within budget.