

Nurzawani Mukhtarah Awi

Transformation Lead, Transformation Management Office

A highly-organized and result-focused program/project management professional with 13 years experience in advocating and driving change in organizations. Able to conceptualize and execute program vision from start to end, managing complex milestones while adapting to changes and shifting priorities. Comfortable in managing cross-functional teams to deliver strategic initiatives and improve organization's overall performance



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📍 Greater Kuala Lumpur, Malaysia

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SKILLS

Program Management Project Management Change Management Business Case Facilitation & Modelling

Sustainability Program Management Corporate Strategic Planning Design Thinking

Performance Management/KPI Setting Agile Project Management Innovation Labs and Garage Facilitation

SOFT SKILLS

Strategic and Visionary Situational Leadership Skilled Negotiator Empathic Leader and Motivator GRIT

Effective Teamwork Critical Thinker Problem Solver Adaptable Interpersonal Skills

WORK EXPERIENCE

Vice President, Transformation Management Office Prasarana Malaysia Berhad

08/2022 - Present

Kuala Lumpur, Malaysia

Prasarana Malaysia Berhad is a Government-owned Company established to drive and transform Malaysia's public transport system and services

Achievements/Tasks

- Drive the transition for Group's Program Management Office Division (PMOD) to Transformation Management Office (TMO) set-up through capability and character building, on-the-job training and leadership exposure. Conducted capability assessment and structured thinking training to prepare the team for TMO role and accelerate their capabilities through involvement of Transformation Lab.
- Spearhead Group Procurement Excellence Agenda by strategizing approach, framework, stakeholder buy-in and orchestrate the overall procurement's transformation programme through Group Procurement Transformation Lab. The change is executed through people, process change and technology aim to improve procurement TAT by 30% and facilitate digital transformation from SAP to Source-to-Pay technology.
- Orchestrate overall strategic planning and organizational-wide performance planning activities through Annual Business Plan and Corporate Scorecard FY2023. Facilitate the development of C-Suites KPI and Corporate KPI through series of KPI clinics and Business Plans workshops. Assist the management and BUs to formulate key business focus for FY2023.
- FY2023 - Orchestrate and strategize TMO role according to Company's priorities (other than providing dashboards for monitoring). TMOs to be able to provide and facilitate critical thinking, and analyze the complexity of strategic execution of high priority projects with BUs. Train internal TMO team on project management foundation.
- Facilitate incident management workshop to identify critical gaps in managing incident across BUs (OCC, Operations, Comms and Security) and recommend quick-wins to deliver reliable operations during incidents. Gaps identified through process mapping and identification of critical path. Recommendations - revision of SOPs, capability building, procurement of equipment for crisis management.
- Conducted Structured Thinking and Storyboarding Training 101 for Young Leadership Programme (SPEEDERS) aims to improve their powerpoint and presentation skills. This training garnered keen interest across organizations and expanded to be one of compulsory module for new-joiners.

Contact : Ashok Panchalingam, Executive General Manager, PGCEO Office - ashok.panchalingam@prasarana.com.my

WORK EXPERIENCE

Career Break

Sabbatical to focus on overall family wellbeing and entrepreneurship

01/2022 - 07/2022

Greater KL

Achievements/Tasks

- Focus on overall family well-being and venturing out into entrepreneurship with portfolios of family-owned small businesses. This includes:
- Expansion of steamboat restaurant, Komasen Steamboat and Grill Kajang - responsible for renovation and plans for future restaurant expansion in Johor Bahru, Malaysia.
- Establishment and operation of J&T services (courier service) - PCP 466 Sekamat.
- Expansion of our online health supplement store (shopee: Livehealthy Livehappy, and www.sayangcare.com) by expanding selection of products, diversifying our POS, manage supplier and distributor's relationship and product's supply and inventory for possibility of future expansion and customer demand.

Transformation Manager, Group Strategy & Transformation Office

Malaysia Airlines Berhad

01/2019 - 12/2021

Greater Kuala Lumpur, Malaysia

Malaysia's leading national carrier

Achievements/Tasks

- Spearheaded the overall change management activities and business turnaround for the Company through identifying case for change, assessing current sentiments and propose action plans with Business Units through workshops and labs.
- Established and orchestrated the overall transformation lab governance, charter and processes (as "Lab Central") for Malaysia Airlines Transformation Lab 2019. Assist to execute 11 labs (11 priorities) for Malaysia Airlines within 7 months which resulted in improved OTP (2% YoY), improved CSI (4% YoY), achieved passenger revenue increased by 8.7% and improved RASK (4% YoY)
- Established the overall Programme Management dashboard and monitoring for transformation lab quick-wins and projects - to monitor progress, impacts and manage the risks between Business Units
- Spearheaded the adoption of innovative technologies for the Digital Workforce Blueprint for Malaysia Airlines - (Microsoft Teams) in 2019. Conducted series of Microsoft Team's roadshows, newsletters, training and eventually launched WFH Friday in Dec 2019. This project is a cross-collaboration between Group HC, Digital and TMO team in driving the Digital Workforce Blueprint.
- In 2020 - Collaborated with Human Capital Division - Culture and Engagement team to drive culture change initiative for MH - amongst others the possibility to apply Amoeba concept (currently successful in Japan Airlines, JAL) and Partners in Leadership culture change concept to the airline.
- Assisted in the organization restructuring for Malaysia Airlines (Project Darwin) with Strategy and Human Capital Division - redefine the roles, functions and resources for every division and subsidiaries which resulted in manpower scenario plan for 2021 - 2025.
- In 2021 - Tasked to drive the overall MAG Sustainability Blueprint agenda by creating the overall Sustainability Programme for Malaysia Airlines. Collaborated with Business Units to solidify sustainability policies and initiatives to be implemented according to the Blueprint and adopted as Sustainability Corporate KPI. The task also requires MH to drive partnerships with other leading sustainability GLCs such as Petronas and Khazanah. Achievement - Sustainability Blueprint launched in April 2021, more than 100kg of old uniforms repurposed into handbags and totes.
- Resulting in Sustainability Program in place, assisted in the establishment of Sustainability Office and overall sustainability governance to ensure effective delivery and reporting to the Management and Risk Board. Sustainability Office came into effect in April 2022
- Involved as part of MRO (Maintenance, Repair and Overhaul) external project team in setting up of Virtual Co, to jointly develop Subang Airport and identify MRO's potential business partners for ASEAN market. MRO team aims to redefine their role as a business entity by growing the MRO business and services, target to bringing in revenue of RM85 mil by FY2023.
- Formulate and monitor overall Company performance through delivery of Corporate Scorecard and Annual Business Plans for FY2020 - FY2022. Assist the C-levels and Business Units in the formulation of their KPI through KPI-clinics and workshops.

Contact : Rahimah Farjan Ali, General Manager, Sustainability Office and Sumithran Danabalan, Consultant for Cigniti Technologies, US - +6012 385 5216 (Rahimah) and +1 (641) 819 1154 (Sumi)

WORK EXPERIENCE

Deputy Manager, Project Management Office (PMO) for Special Projects Division Land Public Transport Commission (SPAD)

10/2022 - 12/2018

Kuala Lumpur

Malaysia's public transport regulator body

Achievements/Tasks

- Developed strategic program and framework in setting up National Rail Centre of Excellence (NRCOE) and engaged with stakeholders for buy-ins. Prepared Cabinet Paper for the NRCOE set-up and presented to Ministries for buy-in of the COE.
- Assigned to PMO role for Integrated Common Payment System (ICPS) project team - to monitor, drive and manage project's progress and issues, built close working relationship with Project Management Consultant to understand project risks, produce reports and update monitoring dashboards to the management and stakeholders on project's progress.
- Developed strategic proposal for RM100/RM50 Unlimited Transit Pass to the Government. Prepared Cabinet Paper for Ministry (MOT) and Malaysian Government's buy-in for the Unlimited Transit Pass approval. In Malaysia's Budget 2018, the initiative is approved and is still on-going in 2021. Currently known as RAPIDPASS RM100/RM50 initiative for Malaysian.
- Project Manager for Bus Stop Info Panel (BSIP) project: Conducted research on market readiness, prepared tender documents, developed project scope, objectives and deliverables (project charter), planned project life-cycle and milestones, engaged stakeholder (local authorities, highway operators, ministry officers) for buy-ins and approvals, managed project progress, project risks and actively resolved on-ground issues with various stakeholders. BSIP Project won Gold for Data-Driven Marketing and Finalist for Government Campaign in Malaysia Marketing Excellence Awards 2017
- Lab Facilitator for Express Bus Transformation Lab 2017 - built business case for the transformation of express bus industry in Malaysia through thorough analysis, identified strength, weaknesses, opportunities, challenges, quick-wins and long-term initiative for Express Bus industry in Malaysia.
- Lab Facilitator for Taxi Industry Transformation Lab 2015 - built business case for the transformation of taxi industry in Malaysia through thorough analysis, identified strength, weaknesses, opportunities, challenges, quick-wins and long-term initiative for Taxi industry in Malaysia.

Contact : Ahmad Radhi Maarof, Deputy Director (Development) - radhi@apad.gov.my (+6019 264 1973)

Senior Analyst, Urban Public Transport NKRA Performance Management & Delivery Unit (PEMANDU)

12/2011 - 09/2012

Greater Kuala Lumpur

Government-owned internal management consultant aimed to improve the overall government performance

Achievements/Tasks

- Produced analysis reports, presentation materials and involved in active monitoring of Urban Public Transport (UPT) NKRA projects' progress under the Government Transformation Program.
- Assisted performance managers in setting up Key Performance Indicators (KPI) for government agencies and ministries on high-impact projects and organize mini-labs to assist on project execution and delivery.
- Facilitator for Government Transformation Program 2.0, 2012 - - identified strength, weaknesses, opportunities, challenges, quick-wins and long-term initiative for Urban Public Transport industry in Malaysia.

Contact : Sharul Azwa Abd Rani, Associate Director, PEMANDU Associates - sharulazwa@gmail.com (+6012 910 2955)

Assistant Director, Government of Malaysia Implementation and Coordination Unit, Prime Minister's Department

01/2010 - 12/2010

Federal Territory Putrajaya

An agency tasked to monitor the implementation of Malaysia's Development Plans

Achievements/Tasks

- Assisted Program Director with the implementation and formulation of policy for EKasih Program (a program to track and monitor lower income household in Malaysia).
- Assisted in the program monitoring and delivery for projects under Penang Economic Region Development Authority (PERDA).

EDUCATION

BSc Urban & Regional Planning Universiti Teknologi Malaysia, Skudai

04/2005 - 04/2009

Malaysia CGPA 3.61

Courses

- A Case Study of Malaysian's Auto-Dependency
- Urban Design
- Housing
- Transportation Planning and Logistics
- Environmental Planning
- Urban Economics

VOLUNTEER EXPERIENCE

Head of Government Liaison for Land Public Transport Symposium 2016 - 2017

Land Public Transport Commission

10/2016 - 10/2017

Greater Kuala Lumpur

Tasks/Achievements

- Managed the invitation for government agencies to the Land Public Transport Symposium for 2016-2017. Orchestrated and managed the logistics for over 1500 participants from governments.

Moderator for Sustainability Talks Series

Malaysia Airlines

04/2021 - 09/2021

Greater Kuala Lumpur

Tasks/Achievements

- Tasked to become the moderator and interviewer during the earlier launch of sustainability programme for Malaysia Airlines

CERTIFICATES & COURSES

Project Management Professional (12/2018 - 12/2021)

Project Management Fundamentals - PMI Institute
(10/2011 - Present)

Foundation of Change Management (01/2019 - Present)

Learning Design Thinking: Lead Change in Your
Organization - LinkedIn Learning (12/2021 - Present)

Delivering Results with Business Focused PMO -
LinkedIn Learning (08/2022 - Present)

Change Management - Plan on a Page
(07/2022 - Present)

LANGUAGES

English

Full Professional Proficiency

Malaysia/Indonesia

Native or Bilingual Proficiency

ACHIEVEMENTS

Graduate, Malaysian Institute of Planners (MIP)
(12/2009 - Present)

Employee Achievement Awards (Passion)
(12/2017 - 12/2017)

Gold for Data Driven Marketing - Malaysia Marketing
Excellence Awards 2017 (10/2017 - 10/2017)

REFERENCES

Sumithran Danabalan, Consultant - Cigniti Technologies
- former colleague at Malaysia Airlines (recommended
on LinkedIn)

"Nurawani worked alongside me in Malaysia Airlines driving the business transformation of a global airline. The core of this program was situating a process for an all in transformation which in essence was setting of a strong vision top down, establishing a process of experimentation horizontally to explore and critically enabling self selection of tactics to execute from those closest to the ground. She was a phenomenal leader, a dynamo within our transformation team. She was at the center of this delicate process, an effective leader that could counter balance the forces that caused inertia from the process. She is a highly analytical thinker, able to frame and solve complex issues and her greatest strength is in her thought process, energy and mindset to align strategy at the top with results from those closest to the customer. I would recommend Nurawani to any organisation that values the programmatic nature of transformation and for those who are privileged to have her in, she is the model employee to which to benchmark and let lead to succeed in today's disruptive market."

Julian M Edwin - Malaysia Airlines (recommended on
LinkedIn)

"Wani is one of those very gifted individuals who is able to strike the balance between being very precise and thorough in ensuring the job gets done, while also successfully managing timelines and stakeholders during business projects. During the time we collaborated in MAB, I always found her to be extremely helpful and ready to support the team with valuable insights and data because she really wanted to make a positive difference, which in my book is truly a rare and admirable trait. 10/10 would work with again."