**MUHAMMAD RASHID BIN NARAYANAN
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Nationality : Malaysian

DOB : 21.9.1982

Availability : Immediate

**KEY HIGHLIGHTS**

* 19 years overall IT experience as Agile Coach/Scrum Master with 18 years of Experience in Agile Dev/Ops
* Vast experience in leading complex project worth multi-million-dollar IT projects with over 200 resources
* 18 years’ experience in building squad team from scratch involving multiple position e.g., Business Analyst, Software Developer (Backend & Frontend), Quality Analyst - Testers, Functional Consultant, Change Consultant etc. Largest team built about 200 resources.
* Ability to turn around delayed project to meet within timeframe and budget
* Transformation of dell.com from old legacy system to new adapted technology e.g., RESTFUL API, web services, automated testing, automated deployment.
* Transformation of British Petroleum External Customer Portal from legacy system to new system adapting web services, migration to AWS, using SAP UI5 technology. Access management migration from Saviynt to Salesforce involving 50k users across the world.
* Proficient in Azure DevOps – VSTS, JIRA, EPM (Enterprise Project Management), MS project, PPM(Portfolio Project Management), AZURE DEVOPS – VSTS & Service Now
* Able to adapt new environment very quickly with minimum supervision, “can do attitude person”, problem solver and a great motivator/leader.
* Leadership oriented person with strong servant leader qualities.

**EDUCATION**

* Diploma in Computing & Information Technology

**PROFESSIONAL CERTIFICATION & TRAINING**

* Certified Agile Scrum Practitioner & Certified Agile Scrum Master
* Digital Product Management: Modern Fundamental | Certified Product Manager
* Certified Unify Vision Developer
* PMBOK-PMP Training
* Certificate on PMP Exam Review (Project Management Professional)
* Microsoft SharePoint Training
* Spotlight Award Best Performance by AMD Inc.
* Model View Controller & Object-Oriented Programming Training
* Team Track Training & Serena Business Mass Up in Taipei, Taiwan
* Charter Member of Toastmasters International

**EMPLOYMENT HISTORY**

**JAN 2022 – FEB 2023**

**Oxydata Software Sdn Bhd**

**Client/Project : PiNC Analytics**

**Role : Senior Agile Coach Scrum Master/ Senior Project Manager**

Projects Involved : Marine Technology IoT solutions

Team Size : 60

**Achievements**

* Successfully built the PMO team from scratch and delivered application to the client.

**Role & Responsibilities**

* Collaborating with other department leaders to define, prioritize, and develop projects.
* Planning project management, including setting deadlines, prioritizing tasks, and assigning team members to various deliverables.
* Analyzing financial data, including project budgets, risks, and resource allocation.
* Providing financial reports and budget outlines to Executives.
* Overseeing the development of the project and ensuring that team members are carrying out their tasks efficiently while upholding the company's standards.
* Drafting new and improving existing project management office policies and processes.
* Continuously evaluating projects to ensure they are meeting company standards, adhering to budgets, and meeting deadlines.
* Accurately documenting the project's creation, development, and execution as well as documenting the project's scope, budget, and justification.

**APR 2020 – DEC 2021**

**Oxydata Software Sdn Bhd**

**Client/Project : AFFINBANK**

**Role : Senior Project Manager/Senior Agile Coach Scrum Master**

Projects Involved : Migrate & Upgrade Branch Delivery System

Team Size : 100

**Achievements**

* Successfully saved 6% of the planned budget through revising critical aspects in the scope

**Role & Responsibilities**

* To plan and manage various stakeholders from Group President & Group CEO and C level.
* Coach team members to adapt with agile and scrum methodology.
* Manage Risk, Action, Issue & Decision tracker.
* Manage and plan sprints with Product Owner.
* To adequately support group audit on the project.
* To manage project budget worth RM30 million.
* To involve and create RFP, RFP, negotiation with vendors.
* To manage users and customers involving about 60k nationwide.
* To schedule Project Steering Committee & Project Working Committee.

**APR 2018 – MAR 2020**

**Nityo Infotech Sdn Bhd**

**Client/Project : BP (British Petroleum)**

**Role : Senior Project Manager / Senior Agile Coach Scrum Master**

Projects Involved : TWS Migration to Stonebranch (Batch Scheduling Tool),

 On Premise Customer Portal Migration to SAP Cloud Platform AWS

Team Size : 20

**Role & Responsibilities**

* Plan Agile Framework as per BP Standard.
* Educate team members with Agile scrum /Kanban.
* Train the team members with Agile tools e.g., TFS/VSTS.
* Manage and plan sprints with Product Owner.
* Integrate with CI / CD
* Manage stakeholders like project sponsors, product owners, functional teams across the globe mainly Sunbury, UK.
* Initiate and conduct Project Steering Committee with project status report which includes cost, timeline, quality, functional by plan vs actual.
* Remove impediments in the project.
* Work closely with project team in term of technical and design.
* Manage vendors IBM(India/UK), Accenture (India/UK) & Stonebranch(German).
* Plan and run DevOps team across the globe.

**NOV 2016 – MAR 2018**

**TekSystem Sdn Bhd**

**Client : DELL**

**Role : Senior Project Manager / Senior Agile Coach Scrum Master**

Projects Involved : DNC Productization

Team Size : 40

**Achievements**

* Led teams across broad technical, financial and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.

**Role & Responsibilities**

* Manage project iteration with compliance with N+3.
* Work closely with Product Owner for sprint planning.
* Manage issue, risk, escalation, and decision making.
* Prepare N+3 report to Vice President.
* Prepare financial report on the effort utilization.
* Be present in Steering Committee.
* Manage project resource accordingly.
* Strictly follow agile scrum framework.
* Transition projects after go-live to Operation/Support team.
* Train the trainer and train the users.
* Manage Timeline, Budget and Quality.
* Manage team globally (India, US).

**OCT 2014 – OCT 2016**

**Synergy Log In System Sdn Bhd**

**Client : PETRONAS**

**Role : Senior Project Manager / Senior Agile Coach Scrum Master**

Projects Involved : Solar and Rolls Royce Turbines Insight System, PETRONAS Sudan Office VSAT Implementation, PP(M)SB Plant Network Offsite Backup, Smart Finance Portal(Sharepoint)-Record Management, MyPRECISE Portal(Sharepoint),DCO STAR-Timesheet, Electronic Tracking System (ECM-dot net) -Record Management, Petronas Online Merchandise ([merchandise.petronas.com](file:///D%3A%5CPersonal%5Cmerchandise.petronas.com)) dot net, Online Form System

Team Size : 50

**Role & Responsibilities**

* Managing and leading the project team.
* Recruiting project staff and consultants.
* Managing co-ordination of the partners and working groups engaged in project work.
* Detailed project planning and control including:
* Developing and maintaining a detailed project plan.
* Managing project deliverables in line with the project plan.
* Recording and managing project issues and escalating where necessary.
* Resolving cross-functional issues at project level.
* Managing project scope and change control and escalating issues where necessary.
* Monitoring project progress and performance.
* Providing status reports to the project sponsor.
* Managing project training within the defined budget.
* Liaises with, and updates progress to, project board/senior management.
* Train the trainer and train the users.
* Manage Timeline, Budget and Quality.
* Manage team globally (Vietnam).

**JAN 2014 – OCT 2014**

**Business Technology Innovation Sdn Bhd**

**Client : AIA Group Limited**

**Position : Project Manager / Senior Agile Coach Scrum Master**

Projects Involved : Project AIA PLUS

Team Size : 50

**Role & Responsibilities**

* Responsible to thoroughly understand and communicate stakeholder requirements to
* appropriate team members and manage all requirements accordingly to realize each for the stakeholder.
* Establish clear ownership for project tasks, ensure that team members have the tools needed, and provide timely feedback.
* Coordinate and facilitate delivery of project objectives.
* Track progress and review project tasks to make certain deadlines are met appropriately.
* Assess project issues and identify solutions to meet productivity, quality and customer goals.
* Proactively communicate project status, issues & risks to management.
* Follow AIA policies, procedures, and methodologies.
* Conduct regular status meetings with all stakeholders, keeping the stakeholder’s needs and requirements continuously in view.
* Work collaboratively with development staff and support staff to maintain thorough knowledge of product capabilities, and to ensure that all communications between AIA and its stakeholders are precise.
* Train the trainer and train the users.
* Manage Timeline, Budget and Quality.
* Manage team globally (Hong Kong, Singapore).

**JULY 2013 – DEC 2013**

**HTC Global Sdn Bhd - Contract**

**Client : Hong Leong Bank Berhad**

**Position : Project Manager / Agile Coach Scrum Master**

Projects Involved : MyClear IBG Multiple Window, Share Margin Finance.

Team Size : 50

**Role & Responsibilities**

* Manage Online Software Development project activities for multiple projects across all project phases, including initiation, planning, execution, monitoring, control and closure.
* Work collaboratively with development team, lead architect and the president to determine technical direction and approach to system design and implementation, including both brand products and supporting systems.
* Create, manage, and track project vehicles, including, but not limited to:
	+ - Project schedules
		- Detailed project plans
		- Project scope statements
		- Cost estimates
		- Resource plans
		- Risk and issues logs
		- Status reports
* Communicate and collaborate with internal and external customers as needed in regard to project deliverables including managing expectations, presenting and interfacing with sponsors.
* Make decisions and communicate trade-offs and risks, drive key decisions across projects.
* Make recommendations to management about schedules, prioritization, and resource allocation with input from team members.
* Provide ongoing project plan/status reporting for use by account managers, clients, and management.
* Manage resource planning and organizational capacity planning.

**FEB 2012 – JUNE 2013**

**Company : T-System Malaysia**

**Position : Project Manager/ Agile Coach Scrum Master**

**Customer : Royal Dutch Shell Plc/Deutsche Bank**

Projects Involved : NST(Non-SAP Transformation) Migration Factory for SGA(SHELL Global Account)

Team Size : 40

**Role & Responsibilities**

* Direct and manage projects from beginning to end.
* Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
* Develop full-scale project plans and associated communications documents.
* Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
* Liaise with project stakeholders on an ongoing basis.
* Estimate the resources and participants needed to achieve project goals etc Design Expert, Data Migration Expert.
* Draft and submit budget proposals and recommend subsequent budget changes where necessary.
* Where required, negotiate with other department managers for the acquisition of required personnel from within the company.
* Determine and assess need for additional staff and/or consultants and make the appropriate recruitments if necessary, during project cycle.
* Set and continually manage project expectations with team members and other stakeholders.
* Delegate tasks and responsibilities to appropriate personnel.
* Transition projects after go-live to Operation/Support team.
* Train the trainer and train the users.
* Manage Timeline, Budget and Quality.
* Manage team globally (Holland, US, Australia, India).

**JAN 2011 - JAN 2012**

**Company : AMD**

**Position : Project Manager / Agile Coach Scrum Master**

Projects Involved : Processor Specification and Database Definition (PSDD), eDAR, eTAR, Avalanche

Team Size : 25

**Role & Responsibilities**

* Manage the project taking into account integration across all areas.
* Engage with stakeholders.
* Develop project plan and maintain project documentation.
* Monitor and manage the project schedule, project budget and project risk.
* Deal with operational issues.
* Organize steering committee meetings; including ensuring those minutes will be taken.
* Report to the steering committee, raising strategic issues.
* Prepare Project Status Reports and Project Change Requests for the steering committee.
* Ensure project meets requirements and objectives.
* Direct project resources and manage project team members.
* Negotiate and resolve issues as they arise across areas of the project and where they impact on other activities, systems and projects.
* Organize and chair project reference group meetings, as appropriate.
* Communicate project status to project sponsor, all team members, and other relevant stakeholders and involved parties.
* Transition projects after go-live to Operation/Support team.
* Train the trainer and train the users.
* Manage Timeline, Budget and Quality.
* Manage team globally (India, US).

**DEC 2005 - DEC 2010**

**Company : Solunet Sdn.Bhd**

**Position : Project Manager**

Projects Involved : Building Automation System, Alarm Handling System, Employee Management Database System, Payroll System

Team Size : 30

**Role & Responsibilities**

* Lead the planning and implementation of project.
* Facilitate the definition of project scope, goals and deliverables.
* Define project tasks and resource requirements.
* Develop full scale project plans.
* Assemble and coordinate project staff.
* Manage project budget and project resource allocation.
* Plan and schedule project timelines.
* Track project deliverables using appropriate tools.
* Provide direction and support to project team.
* Quality assurance.
* Present reports defining project progress, problems, and solutions.
* Implement and manage project changes and interventions to achieve project outputs.
* Project evaluations and assessment of results.

**JUN 2003 - SEPT 2005**

**Company : Sapura Technology Berhad**

**Position : PMO Executive Technical / Junior Project Manager**

Projects Involved : MAMPU, Putrajaya, KLIA Airport

Team Size : 15

**Role & Responsibilities**

* Create and execute project work plans and revises as appropriate to meet changing needs and requirements.
* Identifies resources needed and assigns individual responsibilities.
* Manages day-to-day operational aspects of a project and scope.
* Reviews deliverables prepared by team before passing to client.
* Effectively applies our methodology and enforces project standards.
* Prepares for engagement reviews and quality assurance procedures.
* Minimizes our exposure and risk on project.
* Ensures project documents are complete, current, and stored appropriately.

**TECHNICAL SKILLS**

Agile Project Management:

* Microsoft Project Plan - WBS
* AZURE DEVOPS – VSTS
* Service Now (SNOW)
* JIRA
* Fire poker
* Confluence
* Slack
* Trello