

Curriculum Vitae

Tay Hong Yet

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Profile Summary

A highly motivated and experienced project management practitioner, seeking for new challenges in managing complex project, program delivery in diverse industry domain and workstreams.

With more than 15 years of professional experience in engineering and technology, focusing in developing best practices in project management for crossed functional and domain.

Hong Yet spent his earlier years in his professional career in computing product development, where he led and manage projects and initiatives for form factor definition and design, eco system and usage model enabling. He has then continues his adventure by providing consulting services and project management leadership for companies in resources, financial services and telecommunication – solving project management, governance and IT delivery challenges.

He has proven track records in many successful project deliveries, including SAP ERP development and enhancements, data center migration, product and organization transformation. He is holding project delivery portfolio up to RM 10 Mil for both local and global rollout.

Hong Yet hold a Master's degree in Transportation & Logistics endorsed by MIT, USA. He also has a Bachelor of Engineering in Electronics Majoring in Telecommunications from Multimedia University, Cyberjaya, Malaysia. As a project management practitioner, he is certified with Project Management Professional (PMP), Scrum Master (CSM) and Senior member of Institute of Electrical and Electronics Engineers (SMIEEE).

Profile Summary

Functional Experience & Skill

- Project Management
- Project/Program Management Office and Governance
- Release Management
- Test Management
- Product Development
- Software Product Delivery
- Ecosystem and Usage Model Enabling

Education

- Master of Science in Transportation & Logistics, Malaysia University of Science and Technology (MUST), endorsed by Massachusetts Institute of Technology (MIT), USA
- Bachelor of Engineering in Electronics Majoring in Telecommunications, Multimedia University, Cyberjaya, Malaysia

Professional Societies/Certifications

- Senior member of IEEE Society
- Certified Project Management Professional (PMP®)
- Certified Scrum Master (CSM)

Industry experience

- Computing Product Development and Manufacturing
- Oil & Gas
- Financial Services
- Transportation & Logistics
- Telecommunications
- Shared-Service Center

Working Experience

Touch 'n Go (July 2022 - Present)

Position: Director, Head of IT Project Delivery

Duration: November 2013 – Present

Touch 'n Go is the largest electronics payment system provider in Malaysia, serving payment needs for expressway, transit and parking operators.

IT project delivery within technology division is overseeing full range of IT/technology project portfolio, providing PMO governance, project management and overall end to end project delivery

Key responsibilities:

- **PMO Governance:**
 - PMO governance setup
 - Project steering setup for all the key projects
 - Continuous improvement and strengthening of SDLC, delivery standards and policies
- **Demand Management:**
 - Establishing process to manage project demand for overall technology division
 - Review and manage project pipeline
 - Managing pipeline of > 60 projects
- **Project Delivery:**
 - Project management for end to end project delivery – from planning to deployment and handover
 - Managing a team of 10 project managers
 - Stakeholder management (internal and external including government agencies and private entities) and

Accenture (Nov 2013 – July 2022)

Position: Technology Delivery Lead Senior Manager

Duration: November 2013 – Present

Accenture is a global consulting and professional services company that provides strategy, consulting, digital, technology and operations services

Within the technology consulting and delivery services, the leads are focusing on bringing the latest innovation and technology ideas in order to plan, deliver and execute technology projects/programs for clients

Key responsibilities:

- **Workstream/Project/Program Management Services:**
 - Led and managed key delivery workstreams – Deployment, Integration, Testing
 - Project management for large ERP deployment/enhancement project, business process transformation and service transition (Project value ranging from RM 2 Mil – 10 Mil)
 - PMO setup and governance
- **Business Development:**
 - Led business development team for pipeline of ~ RM100million

- Manage end to end business development effort – deal shaping, price structure, win strategy, resourcing and solutioning
 - Bid management – led RFI (Request for Information) and RFP (Request for Proposal) / ITB (Invitation to Bid) initiatives
 - Manage technical solutioning for ERP implementation/enhancement, new IT solution on analytics, cloud and microservices
- **Capabilities Enablement:**
 - Building internal resources pipeline
 - Develop team capabilities
 - Onshore, offshore resource management

Hong Yet is highly versatile in project delivery across industry and technology domains, which covers Oil & Gas, Finance, Communication & Technology,

Project	Industry	Scope	Role
Self Service Portal for Business	Utility	Portal development and deployment	Delivery Lead
SAP CRM & IS-U Enhancement	Utility	SAP Enhancement	Project Manager
System Transformation	Utility	ERP transformation	Deployment Manager
Self Service Portal	Utility	Portal development and deployment	Deployment Manager
Company Code Split	Utility	SAP implementation and enhancement	Project Manager
Sales & Services Tax Implementation	Utility	SAP implementation and enhancement	Integration Manager
Fiscal Year Conversion	Utility	SAP implementation and enhancement	Project Manager
SAP Implementation for Shared Service Centre	Shared Service Center	SAP implementation	Project Manager
Product Transformation	Financial Services	De-tariff of general insurance and product line transformation	PMO Manager
Data Centre Migration	Oil & Gas	Application migration management	Application Lead
Global rollout for SAP Reporting Platform	Oil & Gas	End to end test management	Test Manager
Enterprise Solution Release Management	Oil & Gas	Release Management Upgrade projects	PMO Manager
Global Organisation Transformation and Transition	Oil & Gas	Project Management for capabilities profile transitioning	PMO Manager

Highlighted Roles and Projects

Company: National Utility Company
Project: Self Service Portal for Business
Role: Delivery Lead
Duration: Mar 2022 – Jul 2022

Responsibilities:

Delivery Lead for self service portal (for business) project, to help client to redesign and develop a business to business self service portal, migrating from existing end-user centric portal. Overseeing entire program which consist of 7 releases, from planning (including proposal creation, resourcing, financial management) to delivery – which covers customer experience (CX), functional, technical, testing and change management. Led all the governance process together with client senior stakeholders.

Company: National Utility Company
Project: SAP CRM & IS-U Enhancement
Role: Project Manager
Duration: Jun 2021 – Mar 2022

Responsibilities:

Project manager for SAP enhancement project, to streamline and optimize one of the key business process. Develop and execute activities related to end-to-end project management, including project plan, estimates, financial, scoping and requirements throughout implementation and deployment. Managing multiple workstreams consist of functional, technical, testing and cutover, from both onshore and offshore resources.

Company: National Utility Company
Project: System Transformation
Role: Deployment Manager
Duration: Nov 2019 – Feb 2021

Responsibilities:

Deployment manager for system transformation project for organizational transformation. Led multiple workstream, includes testing, cutover and change management. Plan and lead the execution of a comprehensive deployment plan, including work planning, scheduling, budgeting, metrics, training, pilots and resources. Collaborate with all project teams to ensure alignment between all deployment-related activities.

Company: National Utility Company
Project: Self Service Portal
Role: Deployment Manager
Duration: June 2019 - Nov 2019

Responsibilities:

Deployment manager for self service portal project, to help client to transform the existing portal to a highly customer experience centric design and processes. Plan and lead the execution of a comprehensive deployment plan, including work planning, scheduling, budgeting, metrics, training, pilots and resources. Collaborate with all project teams to ensure alignment between all deployment-related activities.

Company: National Utility Company
Project: Company Code Split (SAP)
Role: Project Manager
Duration: November 2018 - May 2019

Responsibilities:

Project manager for SAP company code split project, which is one of the high visibility project to help client preparing towards deregulated market. Develop and execute activities related to end-to-end project management, including project plans and estimates, scoping and requirements through implementation and deployment. Managing multiple workstreams consist of functional, technical and change management, from both onshore and offshore resources.

Company: National Utility Company
Project: Sales and Service Tax Implementation (SAP)
Role: Integration Manager
Duration: July 2018 – November 2018

Responsibilities:

Integration manager for Sales and Service Tax (SST) implementation, which is a fast face project where the key implementation requires completion within one month due to regulatory change by government (VS usual implementation with similar scope at minimum 6 months). Led the integration of functional modules, interfaces and conversion activities. Develop pricing and resource loading for deal shaping. Key driver for end to end solutioning and commercial model. One of the most compressed project timeline, being completed successfully without scope creep and budget overrun.

Company: National Utility Company
Project: Fiscal Year Conversion (SAP)
Role: Project Manager
Duration: Mar 2018 – Jun 2018

Responsibilities:

Project Manager for SAP Fiscal Year Conversion project. High profile project directly under sponsorship of CFO as part of the global expansion initiative. Responsible for end to end solutioning, which covers functional & technical design, testing and implementation. Owner for overall SAP deployment, managing resourcing, financial and change orders. Successfully go live with no slippage in timeline/cost with completion of engagement with more than 20 business units at VP and C-suite level.

Company: MNC product/manufacturer (Shared Service Center setup)
Project: SAP Development for Shared Service Center Setup - Kuala Lumpur
Role: Project Manager
Duration: July 2017 – Feb 2018

Responsibilities:

Project manager for greenfield SAP implementation for large shared service center deployment. Project covers multi-site collaboration (China, Indonesia, Malaysia) for infrastructure setup, solution design and service management model. Managing more than 20 project members covering infra, BASIS, functional, technical, test management and deployment. Successfully deployed and handover within defined timeline, even with significant enhancement and integration with front end web interfaces.

Company: General Insurance Company
Project: Product Transformation Program - Kuala Lumpur
Role: PMO Manager
Duration: September 2016 – December 2016

Responsibilities:

PMO Manager for large scale product transformation program for leading general insurance company. Responsible to create, implement and manage program office function in support of the execution of project delivery. Provide governance, project monitoring & control and report to project director and C-suite. Also responsible for financial and operation management

Company: MNC Oil & Gas Company
Project: KL Co-Location Migration - Kuala Lumpur
Role: Application Lead
Duration: January 2016 – June 2016

Responsibilities:

Application Migration Lead for a Data Centre (DC) migration effort from a physical DC model to a co-located model. Key focus area includes application discovery, migration planning, migration strategy, migration approach, pre & post migration testing, physical & virtual migration management. Successfully migrated data center with 100% application coverage and up time with support period.

Company: MNC Oil & Gas Company
Project: SAP Reporting Platform, Global rollout
Role: Test Lead
Duration: February 2015 – October 2015

Responsibilities:

SAP deployment for global rollout on compliance/regulatory reporting system, provide expertise in Test Management. Apply business and functional knowledge including testing standards, guidelines, and testing methodology to meet the team's overall test objectives. Owner for overall test planning, execution and defect management, test lead for central solution and integrating with linked IT systems

Company: MNC Oil & Gas Company
Project: Group Finance Transition Support
Role: PMO Lead & Business Function Implementation Lead

Duration: **March 2014 - April 2014**

Responsibilities:

Transition project for an Oil & Gas Company, managing work transition from multiple global sites to shared service center in Kuala Lumpur. Taking role as PMO manager to plan and manage transition activities, develop project plan, identify critical path, optimizing timeline and managing stakeholders. Managing multiple workstream includes change management, IT/technology, recruitment, knowledge transfer (KT)

Intel (Oct 2005 – Oct 2013)

Position: Senior Technical Marketing Engineer

Duration: Oct 2005 – Oct 2013

Intel is the world largest computer chip manufacturer and provider. Malaysia being the largest site out of United States, is focusing on chip design, test and assembly; computer board design and development.

Technical marketing is the technical arm within marketing department to drive innovation and new usage model for computer products.

Key responsibilities:

- **Computer Product Development:**
 - Led multi-generation small form-factor computer board development
 - Drove for deliverables from multiple support teams (design, validation, BIOS, software).
 - Managed internal and external communications for product issues and updates.
 - Tracked and drove for time-to-market (TTM).
 - Performed market research.
 - Stakeholder management.
 - Project monitoring and control.
 - Product life-cycle management.
 - Risk Management / mitigation plans.
- **Project and External Collaboration Management:**
 - Internal and external events for product training, demo, roadshow
 - Project manage collaboration with industry partners in development hardware and software to enable specific usage model
- **Pre & Post Sales Support/Product Sustaining:**
 - Pre sales technical support
 - Focal person for product technical support
 - Developed demo & training plan for worldwide customers.
 - Technical lead for worldwide customer issues.
- **Ecosystem/Usage Model Enablement:**
 - Engaged external partners and vendors for ecosystem enabling.
 - Define new usage model and partnering industry players for enabling strategy

Highlighted Roles and Projects

Role :	Senior Technical Marketing Engineer
Project :	Small Form-Factor computer board (5 generations, more than 10 products)
Duration:	July 2007 – Oct 2013

Responsibilities:

Small Form Factor Computer Program for Global Semiconductor Company – Project lead for business-technical stream of work for product portfolio with several projects involving 5 generations of platforms across a 6 years development program. Led cross-functional teams from R&D, engineering, commercials, procurement and marketing across entire product lifecycle for multiple product lines. Key activities included leading requirements gathering, market research and segmentation, new product design and documentation of product requirements, as well as identifying vendor for ecosystem enabling, managing internal and external communications for product

issues and updates, planning, tracking and driving time-to-market (schedule) and cost-to-market (budget), developing demonstrations and training plans for global customers, and resolving global customer issues.

Role : Project manager
Project: Digital Signage duplicator (phase 1 &2)
Duration: Jan 2012 – Dec 2012

Responsibilities:

Led and managed program, engaging with university and industry partners for development and eco system enabling. This project was to develop software to enhance digital signage functionality. The project involved external collaboration with university, where the members from university will provide software development services. The project was successfully achieved its objectives and being deployed as part of the eco system enabling initiative.

Role : Technical Marketing Engineer
Project: High end workstation computer
Duration: Nov 2005 – June 2007

Responsibilities:

Represent customer in defining requirements, features and acting as technical expert to make sure the team meet the requirements and timeline. This project was to develop a high end workstation computer for a MNC customer. As multiple stakeholders from different geographies are involved, communication and stakeholder management are key success factors. Led the project team in product definition, requirements and technical specifications.

ITS Konsortium & Malaysia University of Science & Technology (July 2003 – July 2005)

Project: Traffic Simulation for Klang Valley
Position: Researcher/ Traffic Engineer

Company Summary:

ITS Konsortium specialized in development and implementation of an Intelligent Transport Information System in the Klang Valley covering installation of roadside devices for data collection and monitoring purposes, Advanced Transportation Management System, Advanced Traveller Information System, and Traffic Management Centre.

Project Description:

This project was to develop a computer based traffic simulation for Klang Valley, collaborating with Massachusetts Institute of Technology (MIT) using Microscopic Traffic Simulation Laboratory (MITSIM). A computer based Klang Valley traffic network is being developed and comprehensive traffic data/parameters are being collected to calibrate the simulation models for local conditions. This project was envisioned to deliver real time traffic condition forecast, new development planning and optimization for traffic network.

Responsibilities:

- Defined methodology and strategy for data collection.
- Developed drivers' behaviour model based on localized parameters.
- Developed computer based Klang Valley traffic network using GPS.
- Performed traffic and weather data collection.
- Developed simulation model.
- Analyzed simulation results and provide detail report and suggestion for improvements.

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