ANAND SEBASTIAN

PROJECT MANAGER/BUSINESS ANALYST

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*An ITIL4 Certified **IT Professional** with over 16 years of rich and insightful experience, of which, **10 years** was **spent mastering my craft** and **6 years** were **spent working with international clients**. I have **experience in SLDC Project Management and Service Delivery Management**. I also have **knowledge in** the **Shipping Industry** and **Business Solutions. I seek** leadership **roles in managing DevOps and Support teams** so I can **share my** wealth of **knowledge and experience** with others **so I can bring wealth to my employers** as well.*

PROFILE HIGHLIGHTS

Core Skills

- Project Delivery Management
- Business Process Management
- Strategizing for IT Transformation
- Analytical & Critical Thinking Skills
- Solutions Architecture Design
- SDLC using RAD Model
- Reverse Engineer Applications
- UX Designing and Management
- Team and People Management

➢ A decisive and proactive Manager with various skills ranging from Project Development to Project Management to Project Support and Maintenance. Well versed in SDLC using RAD and AGILE Hybrid Approach Methodologies and Best Practices. Ability to do real-time Analytical Feedback and Quality Control. Striving for fulfilling ITIL4 Process Implementation and exceeding the client's expectations.

➢ **Special Mentions** include:

- As an ITIL4 Certified Application Support, I was brought in at the ground level, and was directly involved in tracing and developing most documentation necessary for Application Support with the guidance of my Service Delivery Manager.

- Engaged with **Accion Labs Pte. Ltd.** as an **Asst. Project Manager** from Aug 2017 to Jan 2018 and was responsible for the successful delivery of 3 sub-projects through strategic planning and execution.

- Unorthodox approach in digital transformation by compartmentalizing each task/activity via fuzzy logics.

- Intensive research based on best suited architecture and database designs for future data retrieval; with emphasis given to high-driven performance with low-latency, especially during high-concurrent call-backs.

- Meticulous in documenting requirement specification and reviewing business processes to ensure all possible scenarios have been factored in and approved before proceeding to development phase.

- Mindful of emerging tech features and intelligently integrating it with the proposed solution to provide a cleaner and crisper user experience while maintaining proper design philosophy and best practices.

- Able to anticipate of risks/issues and plan for their mitigation in attempts to maintain cost and resources.

➢ **Team Leader:** Deft at tasking, delegation, monitoring, feedback of team performance as well as in skills like competence upgrade, conflict resolution, client coordination and mentoring.

➢ **Team Player:** Fast Learning curve along with analytical and problem-solving skills at the same time having planning, communication, interpersonal skills and ability to adopt technical challenges and/or changes.

Software Experience

Technical Knowledge: LDAP (MS Active Directory)
Databases: SQL Server Mgmt. Studio 18, MySQL 5.5
Support Apps: Manage Engine Service Desk Plus, Atlassian JIRA

Collaboration Platforms: MS Teams
Authoring: Excel Macro, MS Excel, MS PowerPoint
Documentation: Bizagi Modeller, Balsamiq, MS Visio

DWELL TECHNOLOGIES SDN. BHD., KUALA LUMPUR
Application Support L2 (Mar 2019 to Present)

Accountabilities:

~ Handling of Database Issue related tickets within the agreed upon response time agreed upon in the SLA.

~ Preparing maintenance plans, reports, and schedules for the organization's integrated support systems.

~ Organizing meetings with Users to initiate a RFCs for Requirements Gathering part of Enhancement Plan.

~ Conducting trace analysis of Integrated Systems to users along with Root Cause Analysis (RCA) of incident.

~ Maintenance of Middleware Server, (includes daily, weekly, monthly, and annual maintenance of Server).

~ Assisting with testing and deployment of bug-fixes, RFCs, and new Modules/Systems/Integrated Applications.

~ Monitoring and Maintenance of existing SQL Libraries and Stored Procedures of both in-house and external apps.

~ To conduct both in-house and external trainings as well as maintenance of technical support documents (SOPs).

Achievements:

~ Contracted for knowledge gathering of all application systems, devices, 3rd-party tools, and software's during transition period.

~ Providing technical assistance with systems integrations, application testing and supporting clients' requirements.

~ Coordinate efforts between 3rd-Party Vendors, Stakeholders, DevOps Team (based in India) and Service Desk (based in Manila) and Application Support Team (based in Kuala Lumpur).

~ Within 3 Months of arrival, proceeded to lock down task Scope of Support Staff L1, L2 and L3 for use in SLA.

~ Liaison with clients and stakeholders when required to identify Change Requests (RFC), establishing a means of communication for other staff members, and opening back channels of communication.

~ Designed, Implemented, and documented new process methods that are still in use today, i.e., Root Cause Analysis, Release Notes (Enhancement), Trace and Escalation processes.

~ Developed Alternate Designs and SOP for Bank Remittance process as a contingency plan against failure to transmit Bank Remittance via Middleware due to performance issues.

~ Streamlined deployment process with 3rd-party vendor due to security breach that resulted in access being restricted to external Infrastructure Team.

KRIS INFOTECH PTE. LTD., BANGSAR, KUALA LUMPUR
Sr. Business Analyst (Jun 2018 to Aug 2018 & Dec 2018 to Jan 2019)

Accountabilities:

~ Contracted for gathering and documentation of system requirement during the engagement, reporting to the Project Manager and Technical Lead in the project.

~ Within 3 Months managed to conduct 3 Sprints and produce 3 DOR's accompanied with SRS.

~ Interacted with clients and stakeholders, to communicate requirements of project, as well as impact of changes within the requirements that needed immediate attention to propel the project forward.

~ Negotiated with client and stakeholder during Workshops and point out numerous issues while having a strong understanding of their current process and procedures.

Achievement:

• Successfully completed in handing over all documentations for the main system requirements within 2 months.

ACCION LABS PTE. LTD., KL CENTRAL, KUALA LUMPUR
Asst. Project Manager (Aug 2017 to Jan 2018)

Accountabilities:

~ Contracted for execution of project during the engagement, reporting to the Project Manager and supervising 3 resources in the project.

~ Provided oversight to all functions of project life cycle including scoping, estimation, planning, scheduling, budgeting, execution control, monitoring, etc. till final delivery.

- Developed cost-budget analysis while identifying future risks that could pose a potential threat to the project and arranged to mitigate the same.
- Interacted with clients and stakeholders, to communicate status of project, discuss issues that can harm the progress of the project and convince them to take measures in re-evaluating the applications performance.
- Performed team management routines as well as team development activities like training, motivation, etc. for increased team productivity.

Achievement:
- Successfully completed 3 different sub-projects within 6 months.

TECH MAHINDRA LIMITED, CYBERJAYA, SELANGOR, MALAYSIA
Project Lead (Feb 2013 to Jul 2017)

Accountabilities:
- Reported to the Project Manager and led a team of up to 4 resources in multiple (4) projects for clients in diverse sectors.
- Participated in liaison with client and stakeholders to study and analyze Business Processers and confirm Requirements to document Specifications for development.
- Design and develop solutions for various system architectures, along with their documentation and training material, including my contributions on the user controls and form layout designs.
- Coordinated between testers and developers to segregate standardized features as well as to comply with the business requirements.
- Supported analysis and design of Database Objects (Functions and Structures), at the same time designed and implemented Excel forms that can be used to collect data.

GHL GLOBAL SDN. BHD., BUKIT JALIL, KL, MALAYSIA
Sr. Software Engineer (Jan 2013 to Feb 2013)

Accountabilities:
- To advise and consult on the upgrade of GHL's in-house web application as well as to strategize a new method of storing and retrieving information within a 16 bit key. This will be used to transmit data to and from the merchant payment terminal and the bank.

Achievement:
- Managed to suggest using bit-operand to minimize data length usage and return more meaningful data.

MSW SOLUTIONS SDN. BHD., BUKIT JALIL, KL, MALAYSIA
Development Manager (Jul 2011 to Dec 2012)

Accountabilities:
- Reported to the COO, CEO and Director and led a team of 8 resources as in-charge of development and implementation of new functions and features to products.
- Provided oversight on testing and development of new technologies that can be adopted to enhance the user experience and product performance in existing projects by implementing these protocols and procedures.
- Identified and mined new opportunities to generate revenue, involved in designed and deployment of entire applications from requirement gathering phase to Go Live phase.
- Resolved support issues while ensuring adaptability of every component and module for future projects.
- Performed day-to-day team management routines like task delegation, tracking, feedback, reporting, etc. as well as people management activities.

Achievement:
- Successfully deployed Customer Relationship Management System as well as a Document Management System

PREVIOUS EMPLOYMENTS

Organization	Duration	Designation
eTech Services Sdn Bhd., Kuala Lumpur, Malaysia	Mar 2011 to Jun 2011	IT Consultant
MSW Solutions Sdn. Bhd., Bukit Jalil, KL, Malaysia	Sep 2004 to Feb 2011	Software Engineer
Chearaan Customized Systems Sdn. Bhd., Subang Jaya	Apr 2004 to Aug 2004	.NET Analyst Programmer

QUALIFICATION

Education:
- **Diploma (Computer Science),** from Stamford College, University Science Malaysia (2 years – Graduated 2001)
- **B.S. (Computer Science specializing in Information Engineering),** from Stamford College, twinning programme with University Science Malaysia (2 years – Graduated 2004)

Certifications
- ITIL4 Certification

Accreditations
- Completion of ASP.NET Course
- Attended SADC Software Testing Workshop
- Attended Training in MS Azure Workshop
- Successful completion of INLIS 4 for SLA

PERSONAL PARTICULARS

Date of birth: 02-June-1981
Language Proficiency: English and Malay (both Written and Spoken Professionally)
Nationality: Malaysian
Total Years Experience: 16 Years (Relevant Experience: 2 Years)

REFERENCES

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PROJECT DETAILS

Project	**eCrew2 & eBudget (Integrated Human Resource, Vessel Management and Payroll System)**
Client	**OSM Maritime Limited (Norway)**
Duration	12 Months till date (Mar 2019 - Apr 2020) **Team Size** 4
Environment	Multiple Application Platforms (Integrated Solution)
Details	The scope of this role included four parts:

1. Gathering and Understanding the Initial System Functionality and SOP's
2. Documenting RFC's and Troubleshooting Database and UI related issues.
3. Assisting in Requirement Gathering, Functional and Integrated Blackbox Testing
4. Development of new SOP's according to Tickets Resolved for future references

Role	Application Level-2 Support

Project	**Balance of Consequences and Recognition System (BOC)**
Client	PETRONAS Gas Berhad through PET-ICT Malaysia
Duration	3 Months (Jun 2018 - Aug 2018) **Team Size** 4
Environment	Agile-Waterfall Hybrid Approach
Details	The scope of this role included four parts:

1. Gathering and Understanding the Initial System Requirement
2. Preparation of Wireframes
3. Leading the Sprint Workshops
4. Preparation and Maintenance of SRS and DOR (Document of Ready)

Role	Business Analyst

Project	**PETRONAS Customer Relationship Management System (PULSE)**
Client	PETRONAS Dagangan Berhad through Avanade Malaysia
Duration	6 Months (Aug 2017 - Jan 2018) **Team Size** 3
Environment	MS.NET, Windows Server 2016 R2, ASP.NET (C#), MS Dynamics 2015, MS SQL Server 2015
Details	The scope of this project included three phases - 1. PULSE - Phase 2 Update; 2. Segregation of Lubricant Sales; 3. Integration for Mobile Retail Sales Application
Role	Assistant Project Manager - Management of Team

Project	**Insurance Management System**
Client	Maritime Insurance Services Corporation (MISC) Berhad thru Tech Mahindra MGSC Pte. Ltd.
Duration	5 Months (Jan 2017 - May 2017) **Team Size** 2
Environment	MS.NET, Windows Server 2016 R2, ASP.NET (C#), MS SQL Server 2012
Details	Project aimed at implementation of Insurance Inventory System to process new incoming opportunities and to alert renewal of lapsed insurance.
Role	Senior Developer (Track Lead)
Responsibilities	• Design and Development of Payment Module
	• Training and Review of Developers

Project	**Integrated Land Information System (INLIS 4)**
Client	Singapore Land Authority (SLA) thru Tech Mahindra Pte. Ltd. (Singapore)
Duration	1 Year 1 Months (Nov 2015 - Dec 2016) **Team Size** 4
Environment	MS.NET, Windows Server 2016 R2, ASP.NET (C#), MS SQL Server 2012
Details	Project to upgrade the entire application to accommodate Responsive Web Design (Mobile-Friendly) and enhance performance of the application.
Role	Business Analyst - Project Coordinator and Tester

Project	**IBSS DOS (Offline E-Survey Excel Forms)**
Client	Department of Statistics (DOS) Singapore thru Tech Mahindra Services Ltd. (Singapore)
Duration	1 Year 3 Months (Apr 2014 - Jul 2015) **Team Size** 2
Environment	Adobe Lifecycle, MS Excel 10.0, VBA, XSD
Details	Project to duplicate Adobe Lifecycle Forms in Excel, used to collect information
Role	Solutions Architect - Design and Development of Code Base and Application Architecture

Project	**Nutrimetics - iCare Updates**
Client	Nutrimetics Australia Pty. Ltd.
Duration	1 Year (Apr 2013 - Apr 2014) **Team Size** 20
Environment	C# 4.0, ASP.NET 4.0, MSSQL Server 2012, LDAP,
Responsibilities	• Liaise with client for requirement specification and design of Forms
	• Involved in design and development of database tables, classes, structures and pages of several modules
	• Acquired knowledge of N-tier Architecture and RESTful state programming

Project	**Unified Communication Platform - Customer Relationship Management (CRM) System**
Organization	MSW Solutions Sdn. Bhd., Malaysia
Duration	1 Year 1 Month (Nov 2011 - Dec 2012) **Team Size** 6
Environment	C# 3.0, ASP.NET 3.5, VWG 6.4, MySQL 5.6, MS Active Directory (LDAP), Amazon AWS
Responsibilities	• End-to-End development of System with multiple system integration
	• Involved in production of Marketing Brochures as well as Sales pitch.
	• Responsible for architectural development and standardization of Development Processes and Coding Standards

- Coordinate between Web Designer and Testing team to ensure quality is maintained

Project	**ScoreCard (Data Extractor for Hire Purchase Accounts)**
Client	Maybank Berhad
Duration	4 Months (Mac 2011 - Jul 2011)
Environment	VB6, ORACLE 10.1
Details	Project for end-to-end Development of Export Script to be used in Oracle 10g Production server in Maybank and written fully in PL/SQL.

Project	**Dealer Portal and CMS**
Client	Hunter Douglas Asia, Malaysia
Duration	6 Months (Oct 2010 - Feb 2011) **Team Size** 6
Environment	ASP.NET 2.0, C# 2.0, ASP 3.0, JavaScript, Ajax, MySQL 5.6
Responsibilities	• Liaison between client and stakeholders from conception to deployment of the project
	• Architect solutions to be integration between multiple modules and end-points
	• Quality Control officer for development team (Code Review and Code Clean-Up)
	• Liaise between client offshore teams to setup and ensure timely delivery of application

Other Projects include:

- PSDC Document Workflow and CMS
- UGATNET (Payroll Management System)
- MSWLMS (Learning Management System)
- Entry-Point System (for Malaysian Customs)
- MTIB-CRMS (Malaysian Timber Association)

- MSWHRP (Human Resource and Payroll System)
- MSWFACTGE (Financial Accounting System)
- Electronic Catalogue System (for Elba Holdings)
- MTAS (Marketing Trend Analysis System)
- WMS (Warehouse Management System