



SARKUNAN RAMASAMY

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PROJECT MANAGEMENT | CYBERSECURITY MANAGEMENT | BUSINESS PROCESS TRANSFORMATION

Over 17 years' extensive experience in spearheading wide spectrum IT project management and cybersecurity management towards future proofing organizations and strengthening regulatory compliance. Well versed in the areas of security system development, vulnerability assessment and security audit, change management along with process transformation. Known as a cautious and cooperative professional with outstanding people skills and stakeholder management qualities.

CORE COMPETENCIES

Project Management
Cybersecurity Management
Stakeholder Management
Process Transformation

New Technology Adoption
Security System Deployment
Vulnerability Assessment
Asset Monitoring

Security Audit
Policies Formulation
Change Management
Service Delivery Management

CAREER HIGHLIGHTS

- Successfully led full cycle project management activities for the release of Avaya Agent to enable 12 critical change associates for handling inbound and outbound in enhancing workforce efficiency and improving TAT.
- Played an immense role in planning, implementing, and completing the cutover of computer-telephony integration for Global Service Desk to enable the handling of 300-400 calls per day.
- Successfully implemented call centre telephony program spanning 5 departments and 130 users.
- Instrumental in rolling out Connect IM @ source to establish channels for better communication (Hotline and Group Chat) and Live MI Dashboard.
- Spearheaded the development of a framework for Globalization team to improve the sharing of institutional knowledge.

WORKING EXPERIENCE

Standard Chartered Global Business Services

Information Security Manager, Cyber Security Services (Aug 2021 – Present)

- Drive the development, management, and enhancement of security systems in safeguarding the Bank's facilities, personnel, data as well as assets from cybersecurity threats across over 70 countries and territories
- Lead the selection, deployment, and configuration of cybersecurity tools across various environments.
- Monitor IT asset health as well as plan and execute an array of security projects.
- Coordinate security incidents evaluation and investigation, vulnerability assessments as well as security scans and audit for IT infrastructure.
- Formulate security and compliance policies and procedures as well as maximize existing capabilities and tools.
- Monitor the security components and implications on all tools and technologies supporting the account.
- Identify and raise security-related risks and non-compliances in ensuring timely and effective resolution.
- Generate regular security and compliance reports while compiling and sharing best practices and lessons learnt.

Senior Change Manager, Service Transition Management (Aug 2019 – Aug 2021)

- Led end-to-end planning and execution of change management strategies across various business processes and technological platforms including Oracle ERP adoption towards improving organizational effectiveness.
- Defined and implemented a structured change management methodology to deliver a smooth transition.
- Assessed the critical skills and capabilities, current and future states along with process gaps while formulating action plans to build capabilities.
- Monitored and measured change management results including stakeholder commitment and readiness.
- Forged strong working relationships with all stakeholders towards achieving common project objectives.
- Developed and recommended relevant User Adoption Strategies while encouraging and rewarding participation and efforts of teams as well as simultaneously reinforcing positive behaviours.
- Conducted regular pulse checks and assessments in developing a robust change network program.

Manager, Premium Desk & Service Desk Frontiers (Apr 2016 – Aug 2019)

- Led a team of over 21 personnel in managing the day-to-day Service Desk and Premium Desk portfolios towards supporting onboarding, account opening, credit card issuance, personal loans, and client servicing functions.
- Oversaw resource planning, staff scheduling, talent recruitment and management, performance management, staff coaching, compliance tracking as well as audit and risk management.
- Identified and tapped improvement opportunities to increase productivity as well as service quality.
- Promoted upselling and cross selling of services to other GBS business units.
- Strengthened relationship with internal and external stakeholders while providing input of various Strategic & Tactical initiatives.
- Coordinated the Project Working Group in coordinating end-to-end project execution including planning and scheduling, resource optimization, milestone tracking, stakeholder engagement along with workflow improvement.

Standard Chartered Global Business Services

Jun 2005 – Dec 2015

Manager, Global Service Desk (Sep 2012 – Dec 2015)

- Headed 2 teams of 16 shift personnel by overseeing the Service Desk, Security Admin, Change Management, and Incident Management operations.
- Drove the Technology Agenda while collaborating with the communities of practice and the service owners to review, assess, and prioritize all improvement requirements.
- Identified and mitigated risks as well as provided comprehensive support for strategic decision-making.

Senior Incident Manager, Service Support (May 2012 – Sep 2012)

- Managed the investigation and resolution of complex incidents towards maintaining normal service operations while minimizing impact to business operations.
- Worked closely with business partners in ensuring all services are delivered to the bank's standard while managing escalations through relevant channels.

Technical Lead, Service Support (Jan 2007 – May 2012)

- Led a team of 7 analysts in managing Financial, Customers, Reputation and Regulatory incident towards ensuring swift restoration of services in line with set SLAs.
- Carried out resource coordination and management, performance tracking, benchmarking and reporting along with training and upskilling.
- Served as escalation point and coordinator for all Incident Management Task, User Administration (security), Application Admin (HUSA) and Proactive Monitoring Centre (ATMs/CDMs) related matters.

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Executive, IT Security Support (Jun 2005 – Dec 2006)

- Carried out administration of various platforms including LINUX, UNIX, Oracle, Sybase, MSSQL, Mainframe, Windows, Novell, VPN and AS400.
- Performed access management, user administration IT security governance along with troubleshooting and resolution of account related issues.

EDUCATION & PROFESSIONAL CERTIFICATIONS ■**Masters in Computer Studies**, Jakri International College**B.S. Computer Science**, Jakri International College**Advanced Diploma in Computer Studies**, Sunway University**Diploma in Computer Studies**, Informatics College**Project Management Professional (PMI certified)****Certified Scrum Master****Version 3**, Pink Elephant**ITIL Service Design**, Pink Elephant**ITIL Continuous Service Improvement**, Pink Elephant**ITIL Service Strategy**, Pink Elephant**ITIL Service Operations**, Pink Elephant**Service Desk Manager**, Service Desk Institute**Personal Success and Leadership Program**, Malaysian Institute of Management**Effective Problem Solving & Decision Making**, Malaysian Institute of Management**TOOLS** ■

ServiceNow

Remedy

MOOS Project Viewer

Cisco AnyConnect

Skype For Business

Word, excel & PowerPoint

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