MAHENTHIRAN PALOO

IT PROJECT MANAGER

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EDUCATION-

BSc Hons in Business IT,
University of Wales, 2004

KEY SKILLS-

Waterfall & Agile
Project Management
IT Infrastructure
Data Center
Disaster Recovery
Networking
Cloud Computing
SaaS

PROFILE

- A self-managed and result-oriented Program/Project Manager with proven track record for past 10 years
- Exposure on enterprise level projects with companywide impact
- Customer focused and ability to deliver project with absolute ownership and in fast paced environment.
- Strategic manager with strong interpersonal, communication, problem solving and decision-making skills.
- Experienced comfortable working with C Level stakeholders
- Global exposure in projects therefore I am well versed with diversity and culture.

EXPERIENCE

November 2018 - Present
Sr. Project Manager • Product Manager • PETRONAS Group Digital

- Perform ROI analysis, Cost breakdown and Risk assessment for decision making.
- Contributed for solution review & consultation during pre-sales stage.
- Develop schedule & work breakdowns for assignment for onshore & offshore resources
- Negotiated for project scope change request & clarified & finalize scope before documenting for approval process
- Frequently sync with project team for working level updates on work breakdown.
- Keep stakeholders frequently updated on progress updates & RAID log. Provides project high lights and low light during to Executive stake holders during steering committee meeting
- Lead an assessment on Cost benefit analysis for AP/PA vs RFQ for new/existing product procurement

- Liaison with Legal & Procurement focal for advisory and review on tender plan & documentations
- Responsible to drive tender plan development finalization up to approval from Tender Committee for ITB issuance

KEY PROJECTS:
- ✓ Modern Workplace Portfolio management
  - o Hybrid Working Arrangement Program
  - o Work & Task Management
  - o Enterprise Content
- ✓ MDM deployment for PETRONAS Groupwide
  - o Intune Deployment for BYOD Mobile Device, Laptop
- ✓ Implementation of single sign on(Microsoft SSO) for PETRONAS critical business applications

- ✓ IT Merger & Acquisition for PETRONAS Group of Companies
  - o Tenant to Tenant migration as part of ICT Centralization for group of companies
- ✓ Microsoft 365 Digital Transformation
  - o Plan, Manage and Deliver of Adoption & Change Management workload strategy for Petronas Group wide deployment
- ✓ IT Disaster Recovery setup for Petronas Business Continuity Management
  - o SAP P50 Disaster Recovery plan, execute & actual simulate disaster to make sure mission critical operation system for PETRONAS Dagangan Berhad able to run on DR setup.
  - o OEMS & TRMS Application UPSTREAM DR setup and Live Run
- ✓ Petronas Assets security monitoring – Intelligence Building Security System
  - o Video Surveillance System with Analytics and Building Access Control
  - o Access Control System rejuvenation (tech refresh) for Petronas Twin Towers
  - o Plant perimeter Video Surveillance System with Analytics build and implementation
- ✓ Offshore Cyber security posture compliance program
  - o Remote DCS monitoring setup for East Coast offshore platforms
  - o Solar Insight system cybersecurity compliance network connectivity revamp for Offshore platform

March 2015 – July 2018
IT Project Manager • IBM CIC Malaysia

- Managed end to end IT Project from med to large scale, complexity and value.
- Planned & managed project activities such as project scheduling, resource management, project proposal work, risk management and other related project task.
- Diligently managed, controlled and report project financial to ensure project delivered within allocated budget.
- Monitor & controlled project management quality levels to meet quality standard agreed.
- Provided day to day direction to project team and communicate project status update to customer as per communication plan.
- Arranged brainstorming session as and when necessary to tackle issue faced.
- Store and organize project artifacts in approved repository
- Adopted and applied agile project management method to all projects managed.
- Motivate and feedback on areas for improvement for project members.

KEY PROJECTS:
- ✓ New Data Centre build and Migration for Maybank - IT Security Infrastructure build & commission (End Point Protection, Privileged ID management vault, MFA, ATP)
- ✓ New IT infrastructure setup IBM AP Corporate Office's at Marina Bay Financial Centre, SG
- ✓ IBM AP Regional Network assessment, Upgrade & revamp for Cloud migration readiness
- ✓ IBM SG Data Centre Servers Tech Refresh & Consolidation Program
- ✓ Cost take-out program for IBM SG Date Centre

January 2012 - December 2014
Project Manager • CSC Malaysia Sdn Bhd

- Coordinated project workshop involving stake holders for project discovery & analysis. Prepared Project Charter and ensure signoff is obtained before proceeding with next phase of project.
- Ensured technical solution, development and implementation deliverable are complete and meet project requirement.
- Motivated and provided coaching for team member on the areas that needed improvement
- Set direction manage day-by-day project activities, track the status of project activities,
- Managed and communicate project risk and issues reported and proactively with stakeholders
- Work cohesively with procurement professional for end-to-end procurement related to project.
- Coordinate & ensure testing conducted and result complying to standard set.
- Plan and Execute training for user and ensure project runbook for new implementation is shared with key users.

KEY PROJECTS:
- ✓ Project Pacific - Transform connectivity from BAT managed private network to open internet for all hardware devices synchronization in EDx (PDAs and tablets) and consequently close off the EDx IT network improvement roadmap
- ✓ SWIFT+ Life Extension – Series of Application upgrades/modernization on Sales Force Automation System targeting application simplification and performance improvement

July 2009 – December 2012
Team Lead / IT Support Lead • CSC Malaysia Sdn Bhd

- Monitor, improve and maintain service quality levels to maximize customer's satisfaction.
- Monitor all incident problem reported to make sure it is resolved within agreed SLA.
- Prepared and organized service review meeting/dashboards with BAT Service Management team on monthly basis.

- Plan and manage improvements for incident and request handling as part of service improvement initiatives.
- Identify and suggest reskilling needs for team members to ensure continual knowledge & skill growth for team members.

Aug 2008 – June 2009
IT Helpdesk Support • CSC ESI

- Provide technical support for BAT Malaysia employee and distributors

July 2007 – July 2008
Global Service Desk Analyst • HP Malaysia

- First line of support for IT incident, request & enquiries for Agilent Technologies

April 2006 – June 2007
Customer Support Representative • VADS Berhad

- Provided technical support for home and corporate internet subscriber.

REFERENCES

Arthur Daniel Jesudass
People Manager @ IBM
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Service Improvement Lead @ CSC
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