

# MUGILAN S/O GOPAL SAMI

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## PROFILE

Certified PgMP, PMP, PSM, PSPO with over 13 years' extensive expertise in spearheading full-cycle software and application development project management towards ensuring on time and budget completion. Skilled in developing and implementing an array of project testing plans to maintain project quality coupled with an eye for continuous improvement. Recognized as a proactive and diligent team leader with strong acumen in training as well as empowering subordinates to greater heights. Demonstrated exceptional client management qualities in engaging multinational clients.



## STRENGTHS

Project Management	Service Management/Incident	SIT, MIT & UAT
Requirements Gathering	Management	Solutions Design
Technical Specification Design	Budget Control	Training & Development
Risk Management	Project Reporting	SLDC & Agile Methodologies
Problem Solving	Stakeholder Management	Communication Management
Resource Management	Data Migration	Time Management
Bank Operation Management	User Training	Quality Management



## CAREER HIGHLIGHTS

- ◆ Successfully completing and testing the Camelot M2R1 project for Telekom Malaysia involving multiple test cases across SIT, MIT and UAT environments within 1.5 months timeframe.
- ◆ Singlehandedly designed the handover process involving for the entire infrastructure setup completed by the Accenture transformation team multiple business units across Thailand, Bangladesh and Malaysia.
- ◆ Instrumental in training and developing the team with the SLDC and Agile methodologies to successfully enhance software delivery quality for the Celcom project.
- ◆ Successfully lead and complete multiple CR testing in Celcom which includes some of major go live in Celcom
- ◆ Successfully managed multiple projects concurrently towards enabling the clients to improve respective business processes, staff productivity and overall profitability.
- ◆ Completed multiple projects across Digi, Celcom, Telekom Malaysia, Astro and other clients
- ◆ Performing all the relevant project management activities such as Time management, Cost management, Risk Management, Quality management, HR management (Resourcing) and Procurement management.
- ◆ TM DiCE portal – Fully stabilize the entire operation team in 2 months and with zero SLA breach
- ◆ AFFIN Bank Malaysia – Improve the incidents/SR closure rate by 50% in 2 months for almost 70+ applications which mostly are critical.



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## WORKING EXPERIENCE

**Xchanging Malaysia (DXC Technology)**  
**DXC Technology**  
**Service Delivery Manager**

◆ Aug 2017 – June 2018  
◆ July 2018 – Present

*Projects Delivered*

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## MUGILAN S/O GOPAL SAMI

**Role: Service Delivery Manager**

**Project: AFFIN Bank (Banking applications)**

- ◆ Participate in the development of standards and procedures as well as enforcement of such standards and IT policies.
- ◆ Managing Application support team with a total of 60 FTE
- ◆ Managing total of 70+ banking application which includes critical bank application such as (SIBS, SWIFT, LOS, Quantum, CIB, RIB)
- ◆ Ensure the Bank Negara reporting and PayNet SLA is met for the applications that DXC supports
- ◆ Coordinate with IT Governance to ensure that application support work follows best practices, internal standards, policies.
- ◆ Develops and implements formal application support group and processes for Affin application support
- ◆ Involved in Vendor management for Affin on the SR and Incidents as well get the current support team relevant training from the vendors
- ◆ Manage application maintenance and support staff, including hiring, training, scheduling, and conducting annual evaluations and goal setting.
- ◆ Evaluate current tools, as well as processes, to constantly improve maintenance and systems availability, and develop required documentation.
- ◆ Ensure SLAs are met consistently for all incidents.
- ◆ Communication and Escalation of major priority application outages to IT management and Business users
- ◆ Incident Management, Problem Management, Change Management, Management, Service / Application Introduction, Application Continuity Management, Capacity Management, Application / Service Level Management

*Projects Delivered*

**MUGILAN S/O GOPAL SAMI**

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**Role: Business Project Management Consultant**

**Projects:** Camelot M2R1 AND M2R2 Project for Telekom Malaysia

- ◆ Assisted in managing resources, project schedules and budgets towards delivering set goals.
- ◆ Performing all the relevant project management activities such as Time management, Cost management, Risk Management, Quality management, HR management (Resourcing) and Procurement management.
- ◆ Involved in both M2R1 and M2R2 testing for multiple environments and completed a total of 1500 test scenarios across the environment for both M2R1 and M2R2
- ◆ Rendered training on standard project management requirements and methods.

**Role: Application Project Consultant**

**Project:** Celcom BSS/OSS Transformation project for Celcom Malaysia

- ◆ Communicated with the Central Team Setup on additional requirements from local stakeholders.
- ◆ Carried out full-cycle development of software systems in line with client requirements including quality assurance, delivery and maintenance.
- ◆ Coordinated Local Integration Tests and UAT including preparation of UAT Plans
- ◆ Allocating resources and test scenarios for multiple CRs in Celcom
- ◆ Leading on end to end testing for multiple CRs and updating the stakeholders and Accenture leads on the progress of the testing and impact of the delay
- ◆ Performing all the relevant project management activities such as Time management, Cost management, Risk Management, Quality management, HR management (Resourcing) and Procurement management.

**Role: Deployment & Service Introduction Consultant**

**Project:** Transformation Project for Telenor AS (Digi)

- ◆ Communicated with the Central Team Setup on additional requirements from local stakeholders.
- ◆ Coordinated with local team and delivery center on the KT plan and the reverse job shadow session together with the GSS leads
- ◆ Assisted in managing resources, project schedules and budgets towards delivering set goals.
- ◆ Developed and implemented demand management processes while facilitating project governance and reporting.
- ◆ Rendered training on standard project management requirements and methods.
- ◆ Designed models to improve business decisions.
- ◆ Performing all the relevant project management activities such as Time management, Cost management, Risk Management, Quality management, HR management (Resourcing) and Procurement management.

**Role: Service Delivery Manager****Project: Nucleus Digi (Telenor)**

- ◆ Communicated with the Central Team Setup on additional requirements from local stakeholders.
- ◆ Managed, monitored and reported all deployment activities in line with the Deployment Preparation plan.
- ◆ Liaised with diverse workstreams in ensuring deployment site readiness.
- ◆ Carried out full-cycle development of software systems in line with client requirements including quality assurance, delivery and maintenance.
- ◆ Leading multiple communication across units this includes GSS leadership, Accenture ship leadership and both ABDC and PDC delivery center located in Accenture Bangladesh and Accenture Philippines.
- ◆ Leading multiple client escalation on the Digi infrastructure and ensure Accenture delivery center able to responds on the escalation/issue within the agreed SLA

**Zukami Sdn Bhd**

◆ Jan 2010 – Oct 2013

**Developer cum Project Manager**

- ◆ Carried out end to end development of an array of business process enhancement systems covering E-leaves and E-claims as well as service requests and helpdesk applications.
- ◆ Conducted requirements gathering while preparing project technical and design specifications as well as test plans.
- ◆ Developed project blueprint and prototype in line with user requirements.
- ◆ Oversaw project planning and monitoring as well as resource utilization including metrics data collection towards delivering projects within set timelines as well as budgets.
- ◆ Ensured continuous alignment of project scope with strategic business objectives.
- ◆ Identified and mitigated project risks while ensuring swift resolution of all technical issues.
- ◆ Expedited the planning and implementation of data migration.
- ◆ Provided post-implementation support as well as a training program to all users and admin.
- ◆ Developed training programs while providing coaching and mentoring to the team.
- ◆ Performing all the relevant project management activities such as Time management, Cost management, Risk Management, Quality management, HR management (Resourcing) and Procurement management.

*Projects Delivered*

- ◆ Developer. Rapidflows project for PSI In Control Sdn Bhd
- ◆ Project Manager, Service request application, IT Helpdesk application for AGC Singapore
- ◆ Project Manager, Integrated Quality Management System for F&N Malaysia (Pulau Indah)
- ◆ Project Manager, Rivalis (Reporting application) for F&N Malaysia (Petaling Jaya)
- ◆ Project Manager, NPD (New Product Development) Application for F&N Singapore
- ◆ Project Manager, Claims, Purchasing, Sales, Technical support and Leave application for Mitcom
- ◆ Project Manager, Claims & PR for Time.Dot.Com
- ◆ Project Manager, CRM (Customer Relationship Management) for Delfi
- ◆ Project Manager, ERP system for PS Vege
- ◆ Project Manager, Sales track / Staff leave management system for SCH
- ◆ Training Manager, Salesforce /SalesTrak for Serv Touch (Singapore)
- ◆ Training Manager, Spring (Grant Application, Claims application) Client: Pactera Singapore
- ◆ Training Manager, Bangkok Patana School (IT Helpdesk application) for Prism (Synnex) Thailand

**Esker Document Automation**

◆ Apr 2007 – Dec 2010

**Professional Service Consultant**

- ◆ Provided an array of technical professional services for Astro encompassing requirements gathering, software installation and configuration as well as training materials development and delivery.
- ◆ Performed analysis of documents flowchart in defining the project scope and designing the solution.
- ◆ Coordinated various departments in ensuring the successful delivery of on-site services.
- ◆ Supported pre-sales activities including preparing proposals as well as participating in seminars and exhibitions.
- ◆ Rendered exceptional after-sales services towards ensuring swift resolution of all technical issues.



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**ACADEMIC QUALIFICATIONS**

**Master's in business administration, (MBA)**

**Master's in software engineering, (MSE)**

**PMI – PgMP**

**PMI – PMP**

**PMI – ACP (Agile Certified Prof)**

**Professional Agile Leadership (PAL)**

**Professional Scrum Master (PSM 1 and PSM 2 -Advanced)**

**Professional Scrum Product Owner (PSPO 1 and PSPO 2 -Advanced)**

**Scaled Professional Scrum (SPS)**



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**PROFESSIONAL CERTIFICATIONS**

**Microsoft Certified Information Technology Professional (MCITP)**

MCITP: Enterprise Administrator

MCITP: Server Administrator

**Microsoft Certified Professional Developer (MCPD)**

MCPD: Enterprise Application Developer

MCPD: ASP.NET Developer

MCPD: Windows Application Developer

**Microsoft Certified Technology Specialist (MCTS)**

MCTS: Windows Forms Application Development

MCTS: ADO.NET Application Development

MCTS: Windows Communication Foundation Application

MCTS: Designing and Developing Enterprise Applications Using the Microsoft .NET Framework

MCTS: Designing and Developing ASP.NET Applications Using the Microsoft .NET Framework

MCTS: Designing and Developing Windows Applications Using the Microsoft .NET Framework

MCTS: Microsoft SQL Server 2008, Database Development

MCTS: Windows Server 2008 Active Directory, Configuring

MCTS: Windows Server 2008 Network Infrastructure, Configuring

MCTS: Windows Server 2008 Applications Infrastructure, Configuring

MCTS: Windows Server 2008, Enterprise Administrator

MCTS: Windows Server 2008, Server Administrator

