Rajamohan Armugam

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PROFESSIONAL PROFILE

Highly effective program manager with expertise in initiating, planning & delivering large to complex projects that optimize organizational processes and infrastructure to maximize business results in IT & Engineering. Creative, excellent team player,results driven with 12 years of proven delivery in program & project management across various industry.

Highlights include:

- Championed the agile practices and transformed project delivery from traditional waterfall to scrum methodologies which resulted end product to reach market faster.
- Successfully guided multiple concurrent projects, with a 98% record of delivery within the triple constraint of project management.
- Transformed troubled project back on track which gained business stakeholders and delivered the project based on organizational objectives.

AREAS OF EXPERTISE

- End to end project management support
- Cross functional leadership
- Vendor Management
- Lean & Agile Management
- Budget & Financial management

EXPERIENCE & ACCOMPLISHMENTS

AmBank Group Malaysia Sdn Bhd   Dec 2020 – Present
VP, Enterprise Platform Delivery – *Program Delivery & Governance*

Accountable for managing wholesale banking & retail banking services extra large project delivery with multiple line of business within AmBank Group.To ensure projects are delivered according project management best practices and quality assurance throughout project lifecycle.

Key Accomplishement

- Successfully delivered complex wholesale banking trading application (Murex) worth RM 20mil with good quality and within project budget. The project helped business to operationalize multiple trading function to a single production instance.Gained stakeholder confidence in turning the troubled project back on-track after vendor missed the key milestones targets.

- Provided recommendation on project recovery strategy to Group Management Committee (GMC) for Extra Large project and also supported Group Internal Audit in ensuring vendor deliverables are aligned with business expectation.

- Championed the project governance stage gate process which is being used across all projects as a metrics for projects to qualify next phase in project delivery stages.

- Lead vendor project managers and test managers to ensure projects are delivered according project management governance & playbook set by Enterprise Platform Delivery Team.

Accountable for managing critical project for general insurance line of business which provides a single point of platform for retail business to sell insurance product to agents and end customers. Responsible for global project management and working closely with vendors to deliver the system customizations based on business desired outcome. Responsible for coming up with project governance and operating model in align with agile practices. To lead a team of business analysts, developers & testers and work closely with product owner in delivering planned backlogs in sprints .

Key Accomplishement

- Successfully delivered phase 1 till phase 3 of the project from July 2019 to Nov 2020 for travel,Home and B2B2C line of business which helped new product launch in the system and increase sales by 15% for AXA Digital team.

- Implemented stamp duty and enabled payment gateway integration as part of the phase 2 in Jan 2020 of for Travel product & Home product. This helped internal finance team to reduce manual transactions for receipt issuance and the new system helped business to generate policy cover note within 2 hours compared to 1 day as per previous backend system.

- Transformed vendor's traditional work practice into agile methodology which gave fast results to business & regained confidence.

Lead agile teams in developing Leader Growth Solutions application for Amway business owners in Microsoft dynamics CRM – Contact Management Platform & Strategic account management. Lead the Amway Business Intelligence team in managing data acquisition & data validation for global data warehouse & supply chain data warehouse. Manage the EDP (global web) enhancement request for SEA & EU region. Responsible for global system rollout to Amway business owners as well as being the pioneer for scrum pilot projects for SEA region.

Key Accomplishment

- Successfully migrated 56 finance application from affiliate Amway Thailand to Amway Shared Services in Bangsar South through Virtual desktop infrastructure (VDI) by leading a group of engineers & software developers and received compliment note from Finance director in Amway Thailand for providing good project governance throughout the project lifecycle to all key stakeholder. The migration helped Amway finance team in TH & ASSC to harmonize business control processes.

- Successfully lead the project team consists of 4 Developers & 3 testers , 1 business analyst from start and coached the team to achieve Agile maturity progressively as the team practices scrum ceremonies. This resulted in a more efficient way of project delivery for application development & allowed IT & business to focus on prioritized features in each iteration.

- Championed Agile practices in Amway by conducting training & briefing on best industry agile practices to Amway employees and established an Agile community of practice and created a platform for project managers.

IBM GLOBAL DELIVERY CENTRE   June 2013 – Oct 2015
Project Manager IBM Global Account – Europe project delivery

Responsible for IBM global application & infrastructure project delivery where managing project teams in different geographic location is concerned and deliver the project for IBM clients within the agreed scope , cost & timeline. Accountable to manage the project change management and business continuity plan for IBM's lift & shift projects especially for banking clients and financial institution projects.

Key Accomplishment

- Successfully delivered project worth of $1.5M for IBM Brazil in providing cloud financial solutions and it resulted critical banks in brazil to transform their manual invoicing to digital and increased their business turnaround time.

- Led delivery of complex e-commerce website for retail client during a period of great change within the agency. Achieved 120% increase in traffic during the first 6 months, and secured long-term engagement despite loss of team members for IBM Poland.

T-SYSTEMS (M) SDN BHD   Jan 2009 – June 2013
Technical Project Lead /DPOT Storage Engineer -IT Server Storage & Network project delivery

Responsible for Netapp storage migration on client -Shell retail transactions. Accountable for maintaining the storage servers and perform capacity planning in accordance with technical specifications. Responsible to deliver network projects with on-site vendors and produce network latency reports in managing client's expectation. Work closely with global program management team on IT storage delivery projects and provide in-sights on the network forecasts and capacity management.

Key Accomplishment

- Stream lined the Network storage migration planning process.

- Completed the migration activities within the project budget and timeline when supporting Project Manager from T-Systems German.

- Established risk management system to report failed migration activities due to network issues

- Successfully completed the failover testing post migration activities

- Successfully developed project costing for NETAPP Infrastructure setup including network cabling.

- Created a project book, with resource planning, issues list, cost for future planning.

EDUCATION

- Msc Hons Project Management (On-going thesis) ,Open University Malaysia
- B.Eng (Hons) Electronics , Multimedia University ,2004-2009

TRAININGS &CERTIFICATIONS

- PMI -ACP Training , Nov 2021
- Certified Scrum Master (CSM), March 2016
- PRINCE 2015
- Netapp Certified Data Engineer (NCDA) , 2012
- ITIL V3 Foundation , 2012

LANGUAGES

- English, Malay, Tamil