RenugaTamby Durai

Agile Project / Delivery Management Professional

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PROFILE

A meticulous, results-driven and seasoned project management professional with substantial experience in the ICT, corporate and telecommunications sectors. Skilled at project/delivery management, data analysis, quality assurance and able to build strong, effective stakeholder relationships.

Adept at providing effective leadership to project and associated personnel, complemented by a demonstrated ability to work effectively in a team environment to ensure strict deadlines are met in a timely manner. Actively contributes as part of a high performing team and has the initiative to provide other team members with assistance to keep projects on time.

KEY ATTRIBUTES

- ✓ Analytical Abilities
- ✓ ICT Systems Design
- ✓ Leadership
- ✓ Multi-Tasking Skills
- ✓ Risk Management

- ✓ SAFe/SCRUM Certified
- ✓ Certified PMI-ACP
- ✓ SDLC Model
- ✓ Stakeholder Management
- ✓ Confident Communicator

- ✓ Team Player
- ✓ Time Management
- ✓ Work Ethic
- ✓ Commercial Awareness

KEY ASSETS& ACHIEVEMENTS

★ **Project management expertise:** Proficient in planning and executing assigned projects within defined timeframes and budgets. Known for achieving significant transformation in projects in all dimensions and experienced working in management and senior roles.

★ **A highly analytical, problem solver with solid decision-making skills:** Demonstrated ability to anticipate obstacles and utilise appropriate preventative procedures to keep the project on target and within quality and delivery goals.

★ **Commercially perceptive, people person and an excellent team player:** Adept in utilising collaborative approaches in work to translate goals into achievements.

★ **Outstanding communication skills:** Exceptional rapport building, developing and maintaining strong business relationships with senior management, co-workers, vendors and stakeholders. Relates extremely well with people at all levels, ages and multicultural backgrounds.

★ **Strong initiative and teamwork skills:** Proven ability to work efficiently on simultaneous assignments under tight deadlines. Possesses high capacity to develop and motivate teams to do better, with demonstrated success in building trust

★ **Well-developed analytical, organisational and reasoning abilities:** Pragmatic and results orientated, with a focus on bottom line results; Highly organised with a track record of achieving and exceeding the standards of performance required for high level projects.

★ **Risk management and quality coordination:** Expert in identifying and prioritising risks while developing risk mitigation plans to support business growth. Spearhead and support change management initiatives and continuous cost/quality improvements while effectively resolving all arising issues.

Project Manager   Sept 2020 – Current
Openet Amdocs, Kuala Lumpur

➢ Manage delivery of projects comprising of Development team based in Malaysia and remotely in Dublin under Openet Data Fabric (One Mediation) product.

➢ Responsible for project scope, schedule, and resource control.

➢ Tightly oversees all aspects of project life cycle till the stage of 'General Available'-GA.

➢ Provide a weekly project status report to stakeholders during PMO meetings.

➢ Coordinate the deliveries and integration of deliverables across different programs when dependency arises and interface with Solution Delivery.

➢ Triaging defects of post-deployment issues with Architect/PO/Engineering Manager and managing internal customer's expectations on delivery dates.

➢ Monitor all processes related to project both internal resources (within team) and external are adhered across.

➢ Act as an interface with Openet Product management and Solution Delivery to understand roadmap priorities and customer issues.

Achievements:

★ *Led 6 major milestones of General Availability/ GA product releases till date and multiple minor milestones of functional and Beta drop releases to customers.*

★ *Managed a 'Training based' course project for 2 major Openet products in parallel to core project delivery within 2months of timeframe. Liaised with Trainers across different time zones effectively and ensured the training project was successfully delivered within projected timeline.*

Project Manager/Development Manager   Nov 2018 – Sept 2020
Sitecore Malaysia, Kuala Lumpur

➢ Provides high quality project management services utilising Agile/SAFe methodologies to deliver projects on time, to a high quality and client specifications.

➢ Oversees all aspects of project including scoping, development, implementation and monitoring, and manages resources and appropriately implements risk mitigation plans as required.

➢ Consults with key stakeholders, including internal management and external stakeholders (such as commercial vendors, suppliers and business partners) to create scope of works and project plans that meet specifications.

➢ Provides regular and high quality reporting to senior management teams (including the program management board) relating to planning, milestones and project closing.

➢ Proactively assesses business implications and risks relating to projects and develops risk mitigation plans to ensure that projects meet deadlines and objectives.

➢ Manages key performance indicators for the development teams, and provides training and professional development to team members to increase skills and capabilities.

Achievements:

★ *Led the introduction of a range of SAFe practices to the team which has resulted in an increase to the team's efficiency in the ways of working and capability to deliver projects.*

★ *Effectively facilitated the handover of a complex billing project running on AWS/Microsoft Azure cloud technology to operational staff in a timely fashion and with quality.*

★ *Acts in the role of SCRUM Master for a development team of seven staff.*

Senior Test Analyst & Project/Delivery Manager   Oct 2017 – Oct 2018
British Telecommunications (BT Technology), Malaysia

➢ Planned, developed and executed all stages of a variety of product development and readiness projects for British Telecommunications global product launches.

- Responsible for all facets of the project life cycle, including ensuring quality assurance, liaising with key stakeholders throughout the project, compliance with standard operating guidelines and service level agreements and communicating updates with management teams.
- Worked with solution designers, network engineers, field engineers and operational teams to determine business requirements and specifications for projects and used this information to ensure project readiness in operational environments.
- Proactively resolves any project roadblocks and issues including scope creep, strategic issues and changing user needs.

Achievement:

- ★ *Successfully led a complex network (CISCO technology) project involving operational readiness testing for a global BT product launch which involved around 500 customer sites around the world. Was co-located in Hungary with stakeholders and operational teams to assist in the delivery of the project, was end to end managed within budget and four months of schedule for the global rollout.*

Operational Testing Readiness Delivery Manager/Consultant   Mar 2014 – Jun 2016
British Telecommunications (BT Technology), Malaysia

- Held responsibility for the day to day operations of user-testing processes relating to BT product launches.
- Prepared detailed testing and readiness plans based on organisational process and service design principles.
- Ensured that products were tested effectively and ensured that all user requirements were met.
- Gained a solid understanding of the organisation's standard operating guidelines and ensured that operational stakeholders understood these guidelines.
- Provided formal reporting throughout the project, including lessons learned, reflections and recommendations as appropriate.
- Resolved any issues or escalations arising from operational activities, and managed/collaborated with vendors as required.

Achievements:

- ★ *Led and managed multiple telecommunications projects at once with no loss of quality and standard of work, and delivered all projects on time.*
- ★ *Developed and introduced delivery improvement processes relating to communication with stakeholders (including standard templates), which greatly improved the quality and efficiency of project reporting.*

FURTHER WORK HISTORY

Senior Web Application Tester (QA)   Oct 2012 – Mar 2014
Vedel IT/InScale (Skandinaviska Enskilda Banken), Malaysia

Quality Assurance Analyst   Jun 2010 – Oct 2012
Experian Marketing Services, Malaysia

Executive Officer/Tester (Corporate Commission Billing)   Jul 2008 – Mar 2010
SingTel, Singapore

Technology Assistant   Apr 2007 – Jul 2008
Bedok West Primary School (Assigned by Hewlett Packard), Singapore

Junior Officer/Developer   Jan 2007 – Mar 2007
Robert Bosch, Penang, Malaysia

EDUCATION & PROFESSIONAL DEVELOPMENT

Qualifications

Master of Management Information Technology
University Putra Malaysia (UPM)   2015

Bachelor of Information Technology & Computer Science (Honours)
University Malaysia Sarawak, Malaysia   2007

Certificates
Certified PMI-ACP
Certified SAFe® 4 Advanced Scrum Master
Certified SCRUM Master (CSM)
Certified CTFL, ISQTB

Training

International Project Management Day Seminar
Agile Training and Google Cloud Summit
Delivering Constructive Criticism Training
Coaching & Mentoring Training
Attended Siebel training (CRM system)
Azure Master Class: Cloud ARM Templates

Computer Skills

Microsoft TFS/ Azure Dev Ops
JIRA
Microsoft Office Suite
HP ALM (Application Lifecycle Management)
MySQL/SQL (Intermediate)