

SHAZRUL HAFIZ SUHAIME

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PROFESSIONAL SUMMARY

Shazrul is a versatile management consultant with experience serving a **Fortune Global 500 oil and gas firm** as well as an **IT consulting firm**. He has amassed a unique blend of experience in project management, business analysis, product ownership, testing, project management office and integration design. Shazrul is also a certified Professional Scrum Master with experience executing projects utilizing the scrum framework and agile methodologies in general.

EDUCATION

The University of Queensland

B.A, with Double Major in Economics and International Relations

Brisbane (QLD), AU

Graduation: December 2017

WORK EXPERIENCE

OD Technology

Position: *Consultant, Digital Consulting & Delivery*

Kuala Lumpur, MY

Mar 2021 - Present

Roles

Integration Consultant & PMO Co-Lead (Integration Workstream) – BSS Transformation for StarHub Singapore (Singaporean Major Telco Firm)

Jun 22 – Present (*Secondment to Accenture Singapore*)

Project Overview: Salesforce, Redhat Openshift implementation and Outsystem revamp for Enterprise and Wholesale Business Groups.

1. Designed ≈ 50 REST APIs with the corresponding transformation logics enabling OpenShift middleware implementation.
2. Led a major change request implementation for a Wholesale Broadband solution post-acquisition of MyRepublic, a Singaporean Mobile Virtual Network Operator (MVNO) – wholesale broadband entity.
3. Solution-architect APIs within microservices architectures as per the functional and technical requirements to promote reusability, scalability, performance, and security.
4. Oversee technical development of APIs to ensure maximum adherence to the design documents at the same time supporting technical delivery and seamless integrations with the relevant 3rd party software.
5. Oversee and coordinate all reporting for integration activities from both, technical and project timeline standpoints for third party platforms integrating to the Enterprise Business Group (EBG) BSS platform.
6. Coordinate cross-functional workshops with multiple delivery workstreams such as Functional, Outsystems and Testing to ensure maximum alignment on the deliverables and timelines.

Tools & Technologies Used: Salesforce, Openshift, MS Visio, Postman (for API testing), Visual Studio Code etc.

PMO Lead and Lead Business Analyst (CRM) – BSS Transformation for Telekom Malaysia (Malaysian National Telco Firm)

Mar 21 – May 22

Project Overview: Huawei CRM and Billing System implementation for Retail, Enterprise and Wholesale Business Groups.

1. Led reporting activities of the project deliverables which include, but not limited to, liaising with workstream managers for the progress updates and presenting progress, risks and proposing the corresponding mitigation plans to the C-level executives.
2. Provided executive leadership and steering committee with the essential data points needed to assess proposals of digital strategies of the highest potential value, impact and strategic alignment to the firm's digital transformation agenda and aspiration.
3. Planned project management, including setting high and low-level deadlines, prioritizing tasks, and assigning business analysts, developers, PMOs to various key project deliverables to on-time, on-budget and on-scope delivery.

4. Led Steering Committee presentation preparation encompassing garnering to-date project progress from all delivery workstreams, identification of project risks and value-driven digital strategies requiring endorsement and direction from Steering Committee members.
5. Maintained a single source of truth that was structured to provide maximum transparency of the outflow/inflow of key updates and decisions through centralized pipelines and record for the consumption of all project stakeholders and sponsors.
6. Led business requirement gathering to map out-of-the-box Huawei CRM & Billing as to replace the legacy CRM and billing systems.
7. Documented Requirements Traceability Matrix (RTM) against the Business Functional Requirements (BFR) and Scope of Compliance (SOC) as to segregate and define the work scope for every delivery team and as well as for the integrating applications/systems.
8. Leveraged on design tools such as process mapping, UML, MS Visio to design simplified and value-driven business processes and system flows to address complex telco requirements.

Tools & Technologies Used: Huawei CRM & Billing, MS Visio, Postman (for API testing), Visual Studio Code etc.

PETRONAS

Position: *Executive, Platform Services (Digital Engineering)*

Kuala Lumpur, MY

Oct 2018 – Feb 2021

Roles

Lead Business Analyst – Engineering Knowledge Management Solution for Group Technical Solutions, PETRONAS

Jun 20 – Feb 21

Project Overview: The implementation of an integrated engineering search engine and chatbot for multidisciplinary engineering fraternities of PETRONAS to address the silo-ed technical data management processes and issue diagnostics at production plant level.

1. Led large-scale requirements gathering workshops and scrum ceremonies for the development of an advanced search engine and an intelligent chatbot utilizing tools like ML and NLP for multidisciplinary engineering fraternities in PETRONAS.
2. Developed and presented data-driven proposals for the visualization of user stories in accordance with the acceptance criteria defined by business stakeholders and Subject Matter Experts (SMEs).
3. Streamlined multiple knowledge repositories and knowledge management systems across the PETRONAS Group and its subsidiaries to surface aggregated technical knowledge (technical documents, reports, drawings etc.)
4. Led product demonstration to project stakeholders and sponsors in Sprint Reviews, documented and analyzed feedback to be added as product backlogs if required.
5. Achieved \approx 25% manhour efficiency management via significant reduction of time consumption for engineers on issue diagnostics and analysis due to the integrated knowledge platform which also provided an avenue for engineers and technical professionals to connect with the SMEs for the respective engineering disciplines.
6. Liberated \approx 50,000 data/knowledge from multiple engineering-based application repositories in PETRONAS, hence. reducing the silo-ed technical process documentation and procedures.

Tools & Technologies Used: MS Azure DevOps, Natural Language Processing (NLP), Net Promoter Score (Customer Satisfaction Tool)

Lead Business Analyst and Test Lead – Lean Six Sigma Learning and Certification Solution for Corporate Strategy Unit of PETRONAS

April 20 – Nov 20

Project Overview: The implementation of a custom Lean Six Sigma learning & certification solution for PETRONAS Group and its subsidiaries to address the decentralized, manual, and time-consuming Lean Six Sigma upskilling processes and underreporting of value realization, cost optimization and manhour-saving from the existing Lean Six Sigma implementation in PETRONAS.

1. Documented Functional Requirements Specifications (FRS) outlining the use cases, process flows, business rules and wireframes for the development of the go-to Lean Six Sigma solution partner for PETRONAS Group and its subsidiaries.
2. Enhanced and simplified the existing processes of Lean Six Sigma certification, training and assessment procedures for Yellow, Green, Black and Master Black Belts across the Define, Measure, Analyze, Improve and Control (DMAIC) model roadmap for Six Sigma.
3. Formulated test strategies and test plans, oversaw the creation of test data and test documentation (e.g. test scripts and defect logs etc) and led manual and functional testing using the acceptance criteria defined by client prior to MVP rollout to end-users.
4. Performed defect coordination functions, ensuring that test defects were consolidated and tracked to closure and that the defect repository was maintained the current statuses.

- Value-realized MYR 47.6 billion (equivalent to USD 10.7 billion) and achieved manhour-saving of over 600,000 hours as of February 2021.
- Requirements sign-off obtained within 5 days upon the first submission of FRS and UAT sign-off obtained after 3 days of UAT execution largely stemming from improved communications between project team and client and the modelling of requirements in precise and value-driven use cases.

Tools & Technologies Used: MS Azure DevOps, MS Visio

Project Manager – Enhanced Security Controls for the Board Management Solution for Group Legal & Board Governance of PETRONAS.

May 20 – Dec 20

Project Overview: The implementation of enhanced security controls as endorsed by PETRONAS Cyber Security for an on-premise digital board meeting solution catering to ≈ 600 senior managers and C-suite executives of PETRONAS with sensitive data ranging from board papers, high-value contracts & tenders, internal circulars etc.

- Planned key deliverables, timelines, scope, and risks for the implementation of enhanced security controls for a board management solution.
- Planned change management (communications, TTT & EUT etc) and release management activities (documentation of Service Request, Request for Change (RFC), runbook) for the solution roll-out to ensure maximum awareness amongst all the relevant stakeholders and post-release procedures were being put in place.
- Performed business readiness and solution readiness assessments to ensure alignment with PETRONAS' IT governance model.
- Coordinated activities with product team, release management, field support teams to ensure seamless deployment of the enhanced security controls and all the post-deployment issues and trouble tickets were tracked to closure.
- Identified risks and proposed the corresponding mitigation plans, ensured timely resolution of project bottlenecks.
- Ensured findings of different severities and criticalities from the pre-implementation cyber security assessments were being prioritized and remediated.

Tools & Technologies Used: MS Azure DevOps, MS Project

Product Owner – Board Management Solution and Work Management Platform for PETRONAS

Dec 18 – Feb 21

- Streamlined inter-business units software license purchasing processes to ensure accurate back-charging procedures and utilization reporting for annual CAPEX and OPEX budget allocation.
- Achieved 99.7% within Service Level Agreement (SLA) resolution and fulfilment for incidents and work orders as part of the Level 1 and Level 2 functional support for commercial-off-the-shelf (COTS) products via BMC Remedy.
- Single-handedly contributed to a 37.5% increase in the application adoption rate for a digital board meeting solution despite the remote working arrangements in 2020 and 2021 and provided onboarding user training to senior management of PETRONAS, C-suite executives and Board of Directors.
- Developed and communicated comprehensive product roadmaps based on the requirements gathered from business custodians and product owners to the respective vendors.
- Coordinated pre-deployment procedures for version upgrades, maintenance activities (renewal of provisioning profiles and SSL Certificate) and enhancements namely raising of the Service Request (SR), Request for Change (RFC), developing comprehensive workplans or runbooks for the deployment activities involving cross-functional operational IT teams for COTS applications that are hosted on-premise.

Tools & Technologies Used: BoardPAC (digital board meeting management solution), Planally (workforce management solution), BMC Remedy (IT service management solution), MS SQL Server (for product patch updates etc)

Strategy & Contract Lead – Enterprise Project Management Solution for Group Project Delivery Unit of PETRONAS

October 19 – Jan 20

Overview: The implementation of an enterprise project management solution tackling domain (Project Control, Commissioning, Contract Management) and enterprise (Portfolio, Resource, Risk, Quality Management & Stage-Gated Reviews) project management capabilities. This implementation was intended to address the manual and time-consuming project planning, execution and monitoring.

- Conducted market research and benchmarking exercise to develop proposals outlining the comparison between multiple Project & Portfolio Management tools available based on the segmentation outlined by the Gartner's Magic Quadrant for technical evaluation purposes.

2. Conducted technical evaluation for this implementation as to tackle the key strategic area of Project Management of the Future (PMoF) blueprint in improving the Project delivery Digital Ecosystem (PDE) in PETRONAS.
3. Single-handedly documented Business Strategy Paper (BSP) outlining the business challenges, contracting strategy, total cost of ownership of proposed solution(s), cost savings analysis, risks and mitigation for the endorsement of Chief Digital Officer (CDO) of PETRONAS.
4. Recognized as the youngest associate to have single-handedly developed Business Strategy Paper, a paper that is commonly prepared by managers and senior managers. The strategy paper was approved after 8 days of the first submission – typical approval takes approximately 2-3 months due to heavy changes required by the Chief Digital Officer (CDO) of PETRONAS and the EAC Committee.

Tools & Technologies Implemented: MS Dynamics 365, Hexagon PPM (Project Control, Commissioning & Contract Management tool)

Lead Business Analyst – Innovation Gateway for the Group Research & Technology Unit of PETRONAS

Aug 19 – Feb 20

Project Overview: The implementation of a custom innovation management system serving as a technology crowdsourcing platform for third parties to introduce their cutting-edge technologies or innovation and undergo technical screening (Technology Maturity Assessment etc) all the way to deployment in the PETRONAS technological landscape and performance monitoring.

1. Elicited requirements for the go-to innovation management solution intended as the sole digital platform for technology crowdsourcing for PETRONAS Group and its subsidiaries.
2. Mediated the communications between business client and vendors and ensured maximum design and development compliance by the relevant vendor(s).
3. Managed the necessary cyber security clearances prior to the product rollout in the PETRONAS digital application landscape.
4. Successfully facilitated the Corporate Venture Capital Unit of PETRONAS's agenda to undertake private equity financing for technology-based start-ups in Malaysia with cutting-edge technologies and long-term ROIs .

Tools & Technologies Implemented: MS Visio, MS Azure DevOps

Lead Business Analyst – Scaffold Management Solution for Gas & New Energy Unit, PETRONAS

Dec 18 – July 19

Project Overview: The implementation of a custom scaffold tag electronic log to address the underlying non-compliance/ audit issues at PETRONAS Liquefied Natural Gas (LNG) facilities across Malaysia as well as the value leakage stemming from ineffective and non-integrated scaffold management in PETRONAS.

1. Orchestrated requirement gathering workshops for the development of end-to-end scaffold management solution intended to facilitate effective scaffold request, third-party RFP, scaffold erection and dismantlement.
2. Documented epics, user stories and acceptance criteria for client requirements via MS Azure DevOps (Confluence & Jira equivalent). Managed product and sprint backlogs, including prioritization with product owner.
3. Integrated scaffold reporting via MS Power BI platform for effective data visualization to business stakeholders as well as scaffold vendors.
4. Successfully addressed the audit incompliance stemming from the high volume of expired scaffolds available at the PETRONAS LNG plants undermining the relevant safety regulations and standards set by the Malaysian regulatory body.

Tools & Technologies Used: MS Power BI, MS Power Automate, MS Azure DevOps

PROFESSIONAL CERTIFICATIONS & TRAININGS

1. **Certified Scrum Professional** – Professional Scrum Master (PSM 1) by Scrum.org (Certified July, 2020)
2. **Strategy Planning & Execution** - Harvard Business Publishing Corporate Learning (Certified Feb, 2021)
3. **Process Improvement** - Harvard Business Publishing Corporate Learning (Certified March, 2021)
4. **Business Case Development** - Harvard Business Publishing Corporate Learning (Certified March, 2021)
5. **E&P Core : Petroleum Contract Arrangement and Petroleum Economics**, course by Institut Teknologi Petroleum PETRONAS (INSTEP) - (Attended, Jan 2021)

SKILLS & PROFICIENCIES

- Benefit-Cost Analysis
- Requirements Elicitation
- MS Office (Word, PowerPoint, Excel, Outlook)
- IT Service Management
- Business Process Engineering
- Market Research and Analysis
- Agile and Waterfall Project Management

- Change Management
- Microsoft Azure-DevOps
- Microsoft Visio
- Microsoft Power BI (Novice)
- Structured Query Language (SQL) (Novice)
- REST API
- Stakeholder Management