Ahmad Shukry Sahil

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Summary

I am a motivated and process-driven project manager with more than 15 years' experience in the telecommunication and Networking industry. In my current role I have been responsible for complex Transformation programs and projects delivery. I am proud of my solid track record of delivering projects within timeline that have had proven business benefits.

Experience

Program Manager
CelcomDigi

Nov 2021 - Present (1 year 6 months)
1) Project Manage and successfully Deliver/launch VoWiFi Service.
- Launched in short period and ahead schedule.
2) Manage a Voice Performance Program.
- Improve the Network performance
- Reduce the voice complaint by 50%
- Business Stakeholders and Vendors.
3) 5G Project Rollout (Network and IT)
- Automate IT Billing operation.
- Automate for reconciliation and CDR validation.
- Process transformation and harmonization for Billing Operations.

Senior Consultant (Project Manager)
NTT Ltd.

Feb 2021 - Nov 2021 (10 months)
1) Banking Data Centre Transformation project.
- As PM Consultant for WINTEL infrastructure.
- As PM Consultant for Backup & Storage infrastructure.
- As PM Consultant for IBM AS400 infrastructure.

2) MISC SD-WAN Silver Peak Project.
3) MISC SAP Migration to Azure Cloud Project.

Senior Project Manager
BT Group

Nov 2015 - Feb 2021 (5 years 4 months)
1) Project Manager Lead for Australia and New Zealand Region | DHL Account
- Leading a team of Project Managers for ANZ Region projects.
- Manage BAU and Transformation Cisco Projects.
- Manage and lead Riverbed transformation project for DHL Australia (15 sites).

- Manage and deliver DHL WLAN transformation projects.
- Stakeholder Management on define Timelines (Microsoft Project), Design (Microsoft Visio), Risk Management, Implementation and Delivery.
- Manages project related escalations as an escalation point from both internal and external stakeholders.
- Manage project ordering and coordinate with suppliers and vendors.
- Prepare project handover documents and update DHL nodes and devices on BT inventory management systems.

2) Project Manager | Orica and IXOM Account
- Manage BAU and Transformation Cisco projects.
- Facilitate the execution of the installation, migration and decommission phases of refresh Cisco devices on Orica Data Centre projects.
- Coordinate and execute the Orica Firewall project, integration with other vendor systems, storage and AWS.
- Manage Orica Cisco Wireless Controller (WLC) migration project that involve 25 global sites with 120 APs.
- Define project Design, Timelines, ordering, Implementation and documentation.
- Practice Agile Project Management in Data Centre project delivery.
- Develop and track project and implementation plans, managing
resources and stakeholders, coordinating project changes and implementations; managing project risk and issues; reporting to key stakeholders.

Project Manager
Jebsen & Jessen Group
Apr 2011 - Oct 2015 (4 years 7 months)
- Work hand in hand with pre sales team and solution architecture in preparing the Avaya project proposal and technical design documents.
- Coordinate internal resources and third parties/vendors for the flawless execution of projects. Ensure that all projects are delivered on-time, within scope and within budget.
- Drive and lead project design requirement with users, vendors (CRM systems, IVR system, CMS and billing system and Avaya for complex Call Centre Projects.
- Work with vendors for the integration design and test between Avaya and Banking systems.
- Develop a detailed project plan to monitor and track progress.
- Manage changes to the project scope, project schedule and project costs.
- Manage the relationship with the client and all stakeholders. Establish and maintain relationships with third parties/vendors.
- Prepare technical as-build document and handover document to customer operation team after project completion.

Avaya Call Centre and Back office Projects List:
#Project Name: AIG Global GS/SEA/GCC.
Client: AIG

#Project Name: LHDN Avaya Call Centre
Client: LHDN

#Project Name: Bank Rakyat Call Centre
Client: Bank Rakyat

#Project Name: TNB Avaya Call Centre
Client: TNB

#Project Name: AIA Call Centre and Data Centre
Client: AIA

#Project Name: National Bank Abu Dhabi Back office system
Client: NBAD

#Project Name: Al Rajhi Bank Contact Centre
Client: Al Rajhi Bank

#Project Name: Prudential Global Back office telephony system
Client: Prudential

Senior Core Network Engineer
Huawei

Jan 2008 - Jan 2011 (3 years 1 month)
- Core Network Engineer lead in Huawei NGN, IMS and WCDMA Project.
- Project team leader for TIME Dot Com Mobile Number Portability (MNP) project. (Huawei SG7000 and SOFTX3000)
- TIME Dot Com Next Generation Network (NGN) project
- TM I-NGN project.
- TM NGN Border Migration.
- TM C4 to C5 migration project.
- Responsible for TIME dot COM International Gateway (IGW) Migration.
- In charge of Project User Acceptance Test (UAT) to Huawei customer.
- Firewall clustering project (Huawei E200 and SBC E2300)
VOIP solution.
- Troubleshooting and solve NGN project delivery issue reported.

Awarded with Huawei 1st quarter 2009 excellent performance.

Network Engineer
eXS network

Jan 2006 - Jan 2008 (2 years 1 month)
- Responsible on planning and design wireless mesh technology project and provide the best solution for customer.
- Execute implemenation in Genting Highland wireless VOIP project on the wireless mesh network and IPPBX system.
- Design and deployment of Wireless Mesh setup at Street Mall Cyberjaya.
- Design and deployment of Wireless Mesh network on Tenaga Nasional Berhad (TNB) Remote Meter Reading (RMR) project for entire Putrajaya and Cyberjaya.
- Research and development on wireless technologies for TNB RMR project.
- Design and implement campus wireless mesh at University Utara Malaysia.

Education

Cisco Networking Academy

University program, Data Communication and Networking

2003 - 2005

Universiti Teknologi MARA

Bachelor's Degree, Data Communication and Networking

2003 - 2005

Universiti Teknologi MARA

Diploma, Computer Science

2000 - 2003

Licenses & Certifications

PRINCE2 Agile® Foundation & Practitioner - AXELOS Global Best Practice

Issued Apr 2019 - Expires Apr 2022

GR649006182AS

ITIL Foundation Level - AXELOS Global Best Practice

GR750399774AS

Skills

Project Planning • Program Management • Microsoft Office • Leadership • Management •
Networking • Project Managers • Planning • Project Management Software • Cisco Networking

Honors & Awards

Huawei 1st quarter 2009 excellent performance - Huawei