



RAMINDER SINGH PMP

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Over 17 years of successful experience in driving wide spectrum IT system transformation, network management, architectural consultancy and project management towards enhancing organizational efficiency as well as effectiveness. Possess exceptional qualities in strategic planning, process development and performance optimization. Adept in forging collaborative partnership with cross function teams, clients and vendors coupled with proven expertise in delivering major operational improvement.

STRENGTHS

Project Management	Progress Monitoring	Project Recovery
Project Scoping	Contract Management	Quality Management
Resource Optimization	Cost Control	Cross-functional Leadership
Risk Management	Techno-commercial Negotiations	Proposal Development

WORKING EXPERIENCE

Kenanga Group

April 2022 – Present

Vice President – Business & Systems Support

- Drive a team of system administrators, architects, developers and third-party contractors in deploying, integrating, administering and upgrading an array of critical business applications towards ensuring robust and reliable IT systems.
- Serve as program manager in spearheading complex multi-geography business systems transformations along with acquisition integration and implementation to streamline business operations.
- Lead stakeholder engagement, project dependencies mapping, project scheduling, resource planning and allocation, CAPEX and OPEX budget development, financial controls, activities tracking, risk identification and mitigation.
- Oversee the entire IT architecture and system structure including while providing technical and subject matter expertise.
- Provide rapid and high-quality technical support in addressing all escalations from internal clients while maintaining appropriate process and system governance.
- Instil world class change management practices to ensure rapid deployment of changes with no disruption to the business.
- Gather and produce regular status updates along with key performance and board-level reports to enhance decision making.
- Share knowledge and lessons learned while providing support to project managers and technical teams for new and ongoing projects.
- Serve as key liaison for project audits, reviews and compliance.

Highlights

- Implemented the EPPA-AWS (Electronic Pilihan Pelaburan Ahli Automated Web Services) actual and disaster recovery sites RM450,000 below the budgeted costs.
- Deployed the Bloomberg system for the disaster recovery site with RM65,000 savings in implementation costs.

- Completed the migration of e-Members Investment Scheme (e-MIS) i-Invest Kenanga investors Berhad on-premise system to cloud with RM75,000 and RM15,700 CAPEX and OPEX savings respectively.
- Developed and launched a new website for the EQ8 entity via cloud environment with CAPEX savings of RM30,000 and OPEX savings of RM9,600.
- Led the migration of the corporate portal to cloud with RM50,000 and RM19,500 CAPEX and OPEX savings respectively.
- Upgraded the SunGL 6.4 system in meeting the e-invoicing requirements RM210,000 below budget.

Affin Hwang Asset Management Berhad

Feb 2020 – Apr 2022

Project Manager

- A team of 16 in planning and executing the enhancement of a myriad of IT infrastructure, digital and legacy systems projects to reduce costs as well as optimize data processing towards achieving set business priorities.
- Led stakeholder engagement, requirements mapping, systems design, procedures formulation, resource allocation and optimization, project tracking along with documentations and handover.
- Assembled and coordinated the development team in executing the daily activities in meeting the overall project schedule.
- Liaised with developers to review the project scopes and specifications, design intent along with all deliverables.
- Conducted regular system and network audits to assess the overall performance
- Conceived effective strategies to improve IT functionalities and harnessed data analytics to identify trends and improvement solutions.
- Provided coaching and mentoring to the team in enhancing respective competencies.

Highlights

- Spearheaded the implementation of the I-Access Digital Onboarding platform to enable paperless registration and onboarding of new customers leading to cost savings of RM350,000.
- Rolled out the Liquidity Platform, an analytics tool to generate market's projection for the next 3 years to enable greater clarity for asset management decision making.

Panasonic

Jun 2019 – Jan 2020

IT Planning Manager

- Oversaw the development of project plans and work breakdown structures towards ensuring on time and on budget completion of critical IT projects in line with set scopes.
- Led project scoping, technologies and systems adoption, staffing and resource planning, budget development along with activities and performance monitoring.
- Identified, evaluated and appointed the right vendors as well as consultants.
- Conducted gathering and analysis of project progress performance in generating periodic status reports.

EARLY CAREER HISTORY

IT Project Manager / Interim IT Manager, AIG

Oct 2013 – Dec 2018

- Spearheaded full spectrum project management for application and infrastructure development, business process enhancements as well as change management in accordance with set budget, schedules, scope and quality.
- Coordinated over 40 major infrastructure setup, telephony setup as well as validation and migration projects.

- Oversaw the successful migration of the TGAP GP Dynamic server and led the comprehensive deployment of the Internet Explorer 11 Upgrade for Shared Services.
- Managed the AIGGSS and ATAP Print Servers migration from Windows 2003 to Windows 2012.
- Orchestrated the closing down and migration of the AIG SS office including network, voice and systems.
- Led IT elements of business change and building projects in stages. Drove technical and telephony teams to design and install new networks, planned staff (Personal computers, printers and telephony moves, influenced departmental teams and business stakeholders, while managing overall business needs and expectations.
- Assessed risks to AIG network environment and created a long-term remediation road map. Key risks remediate include the replacement of Cisco switches in the data center. Participated in a team of enterprise architects to provide technical guidance to the operations team.
- Awarded with an Appreciation Medal in Q4:2018, Technology Services On-The Spot award for outstanding contribution in Q4:2017, the Technology Services Star Award for outstanding contribution in Q1:2017.

IT Infrastructure Project Manager, BIMS International Sdn Bhd Mar 2012 – Sep 2013

- Led end-to-end project implementation activities encompassing program timeline management and reporting as well as work plans creation in line with the contract millstones for clients.
- Analyzed, integrated and architected network infrastructure solution according to customer's business, technical and operational requirement.
- Spearheaded cross-functional teams in designing, implementing and testing as well as protecting network communications across remote sites.
- Led an array of network, security and server infrastructure implementations, expansion, migration, restoration, improvement as well as intrusion prevention.
- Drove the project management team in providing comprehensive consultancy in the deployment of various network and security infrastructure.

Technical Project Lead – AT&T Communication / Shell, Mahindra Satyam Jul 2011 – Feb 2012

- Oversaw the inventory implementation of Tufin firewall log analyzer across 14 locations including establishment of security process, policy compliance as well as firewall rules review and cleanup.
- validated the configurations and security rules in the UAT environment to provide the Webplayer a secure network path to the Spotfire Analytics server.
- Planned and implemented the migration of the UAT Spotfire Analytics server to the production environment via the reverse proxy.
- Led the decommissioning and security cleanup of the VPN Edges in Shell's rig in Bullwinkle and Mainpass, Gulf of Mexico.
- Supported the decommissioning and security cleanup for the VPN edges in Yellowhammer Coden and Mobile-Bay Shell sites.
- Rendered technical consultancy on the inbound and outbound traffic flow of communication to the POC implemented at AT&T IP Telephony Signaling server and SIP communication traffic towards the Logica server.

Network Engineer cum IT Specialist, CSC/IBM July 2008 – May 2011

- Planned and designed the voice and data network infrastructure for all branches of Al-Rajhi Bank across Malaysia.
- Designed complex and integrated solutions to enhance the bank's infrastructure performance.
- Conducted network migration, configuration and testing, security implementations as well as expansion and improvement for all data centers and disaster recovery sites.
- Managed and coordinated resources as well as external parties to ensure on time delivery of project.
- Appointed Operations Lead for 5 months culminated with the Appreciation of Excellence Award for outstanding contribution and project service delivery in Q4:2009.

Network Engineer cum Project Engineer, Paneagle Communications Dec 2006 – June 2008

- Led the planning and implementation of a nationwide Metro Ethernet network for Paneagle Communications with Huawei-3Com, implemented on Fiberail and PetroFiber networks' optical fibre infrastructure.
- Planned and implemented the HP IT Datacenter's leased line in Cyberjaya.
- Served as project manager for the deployment of 73 wireless network services for eight major clients including Elken Sdn Bhd, Izzinet Sdn Bhd, Green Packet, Wisma Sime Darby, Westin Hotel and MRCB Plaza Sentral.

EDUCATION & TRAINING

B.S. Computer Systems Engineering in Networking, Nottingham Trent University (Olympia College) (2006)

CERTIFICATIONS

- Project Management Professional (PMP)® Certification, Project Management Institute, 2024
- Data Landscape of GenAI for Project Managers, Project Management Institute, 2024
- Generative AI Overview for Project Managers, Project Management Institute, 2024
- Decision Intelligence Certification, LinkedIn, 2023
- Empathy at Work Certification, LinkedIn, 2023
- Leadership Communication in the Flow of Work, LinkedIn, 2023
- Agile Project Leadership, LinkedIn, 2022
- Managing Project Stakeholders, LinkedIn, 2022
- Business Development: Strategic Planning, LinkedIn, 2021
- Project Management for Creative Projects, LinkedIn, 2021
- Putting ITIL® into Practice: DevOps for ITIL® Practitioners, LinkedIn, 2020
- The Future of Performance Management, LinkedIn, 2020
- PRINCE2® Foundation and Practitioner Certification, LinkedIn, 2019
- PRINCE2® Agile Foundation Certification, LinkedIn, 2019
- Scrum: Advanced Certification, LinkedIn, 2019
- Six Sigma: Green Belt Certification, LinkedIn, 2019
- Project Portfolio Management Foundations Certification, LinkedIn, 2019
- Leadership: Practical Skills Certification, LinkedIn, 2019
- Adaptive Project Leadership Certification, LinkedIn, 2019
- Strategic Thinking Certification, LinkedIn, 2019
- Six Sigma: Yellow Belt, AIG, 2017
- Successful Project Management Certification, Malaysian Institute of Management, 2017
- Information Security Awareness Certification, AIG, 2016
- Introduction to Operational Risk Management Certification, AIG, 2015
- Negotiation Skills Certification, AIG, 2015
- Information Security Awareness Certification, AIG, 2015
- Increasing Personal Resilience Certification, AIG, 2015
- Improving Personal Productivity Certification, AIG, 2014
- Problem Solving & Decision-Making Certification, AIG, 2014
- Information Security Awareness Certification, AIG, 2014
- Resolving Conflict Certification, AIG, 2014
- Cisco Certified Network Associate Routing & Switching, CISCO, 2007, (Cisco ID: CSC011316639)
- Interconnecting Cisco Networking Technologies, IMS ASIA, 2007
- Interconnecting Cisco Networking Devices, IMS ASIA, 2007