



Agnes Ignatius

Contact Details

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Qualification

Qualification	: Bachelor's Degree (Hons) Degree in International Business Administration
Institute	: University of Northumbria at Newcastle, UK
Grade	: Second Class
Graduation Year	: 2000
Qualification	: Graduate Diploma in Business Administration
Institute	: Liverpool John Moores University
Grade	: First Class
Graduation Year	: 1999

Certification & Strength

2023	: Certified Strategic Sourcing Professional - Procurement & Supply Institute of Asia
2022	
2020	: Malaysian Banking Conference – Certification of attendance (Masterclass)
2019	: LEAP, Leadership Enhancement & Acceleration Programme at INSEAD Asia Campus, Singapore
2016	: International Association for Contract and Commercial Advance Practitioner Management
2007	: SQUARE Training (Presentation Certification)
2005	: Merchandizing and Negotiation

Overall Experience

As a seasoned Head of Group Procurement, I bring more than 15 years of expertise in strategic sourcing, vendor risk management and regulatory compliance. My focus on aligning procurement with regulatory

standards, negotiating cost-effective contracts, and promoting digital transformation has consistently optimized operations while safeguarding compliance.

I believe in establishing and fostering teamwork, collaboration, and good stakeholder management. Providing an agile and balanced operational support to the growth of a business with best practices, process, governance, and integrity.

Excels in process re-engineering and robotic process automation from purchase to pay with a passion for achieving operational excellence and compliance within dynamic banking sector. I am poised to contribute my specialized skills to drive value and growth for your organization.

Employment History

Company Name	: AmBank Berhad
Position	: Head of Group Procurement
Duration	: June 2018 – Present
Specialization	: Strategic Sourcing/ Commercial & Contractual Negotiation/ Financial, Budget & Cost Management/ Outsourcing/ Procurement Governance/ Sustainability ESG & Green Procurement/ Robotic Process Automation/ Regulatory Compliance/ Vendor Risk Management

Responsibilities:

- Lead a team of 20 procurement professionals, spanning from Sourcing, Spend, Vendor Risk, Governance, Policy, Guidelines, Process, Contact Management, Outsourcing, P2P and SAP Ariba Administration team.
- Manage, govern, and improve the end-to-end procurement lifecycle of AmBank Group.
- Develop and implement procurement strategies that align with bank’s overall business objectives. This includes setting the direction for the procurement team and ensuring they work towards achieving strategic goals.
- Maximize value for money and achieve regulatory compliance through the support and development of best practice across the bank.
- Identify and select suitable vendors, negotiate commercial and contractual terms, and establish and manage ongoing relationships with vendors to ensure the bank’s needs are met efficiently and effectively.
- Ensure all procurement activities comply with the banking regulations, financial industry standards and other relevant laws. This may involve Anti-Money Laundering (AML), Know Your Customers (KYC) and other financial compliance requirements.
- Assess and manage the risk associated with vendors, especially those providing critical services or technology. This includes evaluating financial stability. Security measures and regulatory compliance.
- To drive continuous improvement, best value and quality improvements within the team and departments in challenging existing practices and actively seek ways to achieve better outcomes, contributing to ensure key performance and financial targets are met and corrective action taken where necessary.
- Promote digital transformation in procurement processes such as e-procurement and robotic process automation (RPA) to streamline operations, enhance transparency and improve efficiency.
- Promote sustainable and ethical procurement practices ensuring that the vendors adhere to environmental and social responsibility standards.

- Collaborate with other departments and stakeholders such as legal, risk, compliance, audit and finance to ensure alignment with the overall business goals and regulatory compliance.

Achievements:

- Received Most Supportive Department Towards Achieving the 2018 ISO Certification and National OSH Excellent Award in 2018
- Awarded the Chairman's Award for category B – Highest Transaction Value RM 18.2M in 2019
- Achieved annual cost savings of average 15% from annual spend (OPEX) and more than 40% for (Capex) year on year.
- Deliver BET 350M savings over 3 years. Mainly focusing on saving strategy input, sourcing, negotiation and contacting for IT and Non-IT spend as a special project beyond BAU saving.
- Successfully negotiated the key initiatives such as Digitalization projects, workplace restacking, renovation of head office and branches, Bonuslink Project, Patero Project, Open Infrastructure Offering deal to cater to the current demand and cost efficiency – savings above RM 30M, other YTD savings achieved, above RM 50M.
- Collaborated with Group Tax for tax savings for the Bank to achieve stretch goals.
- Developed and implemented group procurement policy, guidelines, procedures to enhance efficiency and compliance in accordance to the best practices, BNM, RMIT and any other relevant law requirements
- Introduced and implemented the Supplier Code of Conduct, Sustainability, ESG and ABC checklist for vendors onboarding self-assessment, Green Procurement, Sole /Single Vendor forms, Contract Salient terms and other administrative and compliance process and documents.
- Partnered with Group Legal to share the best practice on Contract Management to enhance, revise the process, guidelines, and Standard Contract Template to Master Framework Agreement. Revised contract template launched in Sept 2019.
- Successfully implemented Procurement PRA (Robotics) for process improvements for P2P and vendor registration functionalities and vendor due diligence review. Increase efficiency as well as implementing new e-Sourcing and Supplier Life Cycle Module.
- Completed the AmBank Affiliates Policy and now concentrating in drafting the guidelines to be presented to Board for approval.

Employment History

Company Name: Maxis Broadband Sdn Bhd

Position : Contract (Vendor) Strategy & Management Specialist

Duration : September 2016 – June 2018

Specialization : Negotiation, Contract Management, Vendor Relationship Management, Dispute Management, Process Improvement and Cost Management

Responsibilities:

- To provide vendor engagement and contract strategies primarily for Maxis Technology for assigned areas, correlate such strategies with commodity groups for cross commodity and functional area strategies, provide solutions and engage to solve vendor and contract issues.

- Dashboard reporting for all assigned areas, ensure vendor performance evaluations. Process owner for Contract management, contract change, monthly Governance board meetings with key vendors – with a view to constant evolution and improvement.
- Manages the largest portfolio in Maxis focusing on all Radio Access Network and Core Network. The sole lead (SME) for all Huawei contracts and matters. Total contracts value amounts to Billions.

Achievements:

- Successfully re-negotiated and signed the Radio Access Network contract (biggest contract in Maxis) via RFT.
- Enhanced the existing contract framework to a Master Framework Agreement and Statement of Work frame which eases the administration and management of the contracts. Improved the terms & condition requirements to cater for the current/future business direction of Maxis.
- Main lead to collaborate with Procurement to enhance the procurement & contract management processes and manual – Procurement Transformation journey.
- Collaborated with AT Kearney & procurement to draft and finalize the Strategic Relationship. Launched in August 2017.
- Revised the Vendor Performance Evaluation for standardization between IT and Network as well as to cater for all types of contracts and vendors.
- Managed to negotiate and close all outstanding dispute with Huawei especially the LD & SC claims amount to RM 178M back dated since 2014.
- Promoted within 11 months in 2017 and received the CEO Award for 2018 – Outstanding Achievement, Savings of RM 178M.
- Contributed to IT & Network Opex savings strategy in 2016.
- Currently managing 2 more major tender – IP Metropolitan Area Network and NFV (Cloud / Virtualization/ SDN)

Company Name **CIMB Bank Berhad, CIMB Group**

Position : IT Finance Management Head

Duration : April 2009 – September 2016

Specialization : IT Vendor Management/ Strategic Sourcing/ Commercial & Contractual Negotiation/
Financial & Budget Management/ Cost Management/ Internal Procurement

Designation : **Vice President - IT Finance Management**

- Promoted to lead IT Financial Management, reporting to the Managing Director, Head of Malaysia IT
- Successfully led and managed various Financial / Budget management initiatives., amongst others:
 - i. Planning, directing, and coordinating expenses and budgets, including short and long-term financial and business planning as it relates to IT Operations and lines of business.
 - ii. Overseeing preparation of financial reports and analyses involving financial projections, available resources, and business cases, develop special financial models, conduct analysis, and advise on changes as appropriate.
 - iii. Provide strategic operational input including RFQ/RFP, scope of work, vendor selection, commercial and contractual analysis, and recommendations.

- iv. Continuing to be the lead in on-going cost reduction analysis in all areas of IT - YTD(July'16) achieved 51% of the targeted cost reduction, 14% higher than the projected savings.
- Provided commercial analysis with recommendation and negotiation for some key initiatives in CIMB such as:
 - i. Renewal of the existing Outsourcing contract to cater to the current demand and cost efficiency - savings of RM105M.
 - ii. Consolidation of Mainframe - decommissioning of the old and procurement of the new ones taking into consideration of termination and penalty fees, operational risk, and cost efficiency - savings of RM 54M
 - iii. Relocation of Data Centre and Resources - savings of RM 223M

Designation : Vice President – Regional Strategic Sourcing

- Promoted to lead Regional Strategic Sourcing, a new section reporting to the Senior Managing Director, Head of Group Technology Services.
- Successfully led, manage, and executed various cost savings and cost avoidance initiatives, amongst others:
 - i. Manage to successfully execute the strategic planning activities such as IBM's Open Infrastructure Offering II contract. This initiative gave CIMB a 60% savings of RM 200M.
 - ii. Responsible for and played an instrumental role in the negotiation of RM 250M IT Repair and Maintenance contract with multiple vendors, which helped CIMB to realize a savings of RM 68M. This surpasses the target savings for 2015 and surpassed my 2015 KPI.
 - iii. Achieved cost avoidance of RM 80M through formulated strategic sourcing strategy such as Change Technology, Renegotiation, Technology Optimization and Restructuring Eco System.
 - iv. Successfully executed partial decommissioning of CIMB's old mainframe resulting in cost savings of RM 30M.
- Provided commercial analysis with recommendation and negotiation for some of the key initiatives in CIMB, such as :
 - i. Core Banking
 - ii. Virtualization / Cloud
 - iii. Outsourcing
 - iv. Insourcing
 - v. Virtual Desktop Integration
 - vi. New Data Centre
 - vii. Leasing – Operational and Financial Model
 - viii. Depreciation Reduction
 - ix. Capacity on Demand
 - x. Enterprise License Agreement
- Analyzing contracts for effectiveness, identifying areas of weakness and improvements to mitigate potential contractual risk.
- Continuous improvement on new terms and conditions to be embedded into CIMB's standard contracts.
- Authored and provided in depth analysis of the IT monthly financial reports of Capex and Opex spend, forecasts, budgets and 5-years plans.

**Designation : Malaysia Head, IT Vendor Management (2014),
Assistant Vice President (2012),
Assistant Manager (2009),**

- Promoted to the Malaysia Head of IT Vendor Management to lead and manage the IT Vendor Management team. Key achievement was leading the Malaysia Team in working closely with and assisted the 1Platform Core Banking team and management to ensure successful and smooth roll-out of Core Banking Malaysia
- Amongst notable achievements:
 - i. Accumulated cost savings of RM 80M and cost avoidance of RM 820M.
 - ii. Major highlights of achievement:
 - Microsoft Enterprise License Agreement,
 - Regional 1View project
 - Regional Transaction Banking
 - IBM's Open Infrastructure Offering I Contract
 - Restructuring EMC's commercial and contractual agreement to capacity on demand agreement
 - Consolidating and optimizing Telekom Malaysia's contract,
 - HPES outsourcing renewal contracts
 - Leasing agreement
 - iii. Consolidated and executed the central procurement framework and governance which reduced the turnaround time as well as reduced the paperwork for continuous improvement initiative.
- Successfully implemented the commercial, contractual, and strategic vendor management framework and executed regionally.
- Special project assisting Group Strategy: RFP for Touch and Go - Core System Change Project. Successfully negotiated commercial and contractual terms and conditions beneficial to Touch and Go. Result, savings of RM 48M for Touch and Go.

** Prior work experience beyond the above articulated is non-banking, IT/Technology, Vendor Management, IT Vendor Management related. From 2000 onwards up to 2009 all work is related to FMCG and Retail Industry. The details will be provided upon request*

Job References

Name : Mr. Kong Kim Yihe
Position : Chief of Operations and IT Office
Company : Alliance Bank Berhad
Telephone : Available Upon Request

Name : Mr. Azwan Baharuddin
Position : Managing Director
Company : Accenture Malaysia
Telephone : Available Upon Request

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