

GANESAN R THAMBIPILLAY, PMP®, SMC™

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EXECUTIVE SUMMARY

- ◆ Visionary and results-driven Senior Executive/IT Director offering 20+ years of experience in the **Portfolio/Program/Project Management domain**, with focus in
 - **Service Delivery** – Process and SLA Definition, SLA Credits, my professional background demonstrates expertise in consolidating project management methodology to ensure that IT services are reliable, efficient, and meet the needs of the organization and its users. I possess extensive experience in effective IT service delivery, which has contributed to the smooth operation and success of various businesses.
 - **Service Management** – Bid Management, Vendor Qualification / Selection, Stakeholder Management.
 - **IT Digital Transformation** - Infrastructure, Applications, Architecture, Cyber-Security Governance, Data Center Consolidation, Risk and Change Management.
- ◆ Versatile **Trainer, Advisor, Strategist** recognized for having superior project management skills, exceptional strategy development abilities, and superlative business acumen across the entire IT spectrum.
- ◆ Progressive, innovative, and energetic; highly valued for expertise in interpreting IT vision and strategy, translating objectives into actionable plans, and providing decisive leadership to multi-functional business and technical teams at country, regional and international levels.
- ◆ Strong process implementation and governance background in project management and service delivery solutions while supporting customer environments through efficient infrastructure planning and design.
- ◆ Articulate and organized with exceptional communication and management skills, able to effectively relate to all levels.

KEY STRENGTHS

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|--|--------------------------------|---------------------------------|
| ◆ IT Budgeting / Operations Management | ◆ Datacenter Management | ◆ Global Solution Delivery |
| ◆ Technology Governance | ◆ IT Service Delivery | ◆ Strategic Operations Planning |
| ◆ Enterprise IT Road mapping | ◆ IT Service Management | ◆ Sales/Account Management |
| ◆ IT Organizational Design | ◆ Program / Project Management | ◆ Cloud Services/Web Hosting |
| ◆ IT Business Transformation | | |

KEY PROJECTS & ACCOMPLISHMENTS

- ✓ **Financial Services**
 - ◆ Large Technology Transformation Program – Banking, Insurance and Peripheral Systems.
 - ◆ Internet Banking, E-Commerce Systems.
 - ◆ Enterprise and Business Data Analytics - Governance and Systems.
- ✓ **Air Express Logistics/Supply Chain**
 - ◆ Data Analytics Solution Deployment for Regional Business Units (USD 8.3m).
 - ◆ Large Data Analytics Solutions for global real-time monitoring of Air Express freight KPI's (USD32m).
 - ◆ Technology Infrastructure, CRM, E-Commerce, Billing, Global Shared Services and ERP.
 - ◆ Managed divisions of up to 1,200 people (700 contractors) and owned annual budgets of USD53m.
- ✓ **Telecommunications**
 - ◆ OSS/BSS Framework
 - ◆ Billing, Provisioning & Activation, Mediation, Charging.
 - ◆ Large Cyber-Security Enhancement Program.

- ◆ Contact Center Consolidation Programs and Contact Center Business Unit Consolidation Programs for a global organization. (circa 8000 seats, USD6.1m).
 - ◆ Large Data Center Consolidation / Migration Programs. (circa 2300 devices, USD 2.4m).
 - ◆ Technology Architecture and Implementation for large Telco in India. (USD3.3m).
 - ◆ Service Delivery Director managing USD12m per year Enterprise Cyber-Security and Service Management portfolio for two large Telcos.
 - ◆ Remote Management Systems for regional TowerCo.
- ✓ **Manufacturing**
- ◆ MRP/ERP Solution Evaluation and Partnership Agreement for ASEAN.
 - ◆ Local and regional setup of sales and technical teams for Delivery of MRP/ERP Solution.

CAREER OVERVIEW

PM Elev8

June 2023 – Present

Senior Director – Project Management Consulting and Training

- ◆ Responsible for tailoring training sessions to accommodate various skill levels and foster an inclusive and engaging learning environment.
- ◆ Responsible and Accountable for Consulting expertise to clients in Portfolio/Program and Project Management Delivery.

POS Malaysia Berhad

September 2022 – April 2023

Program Lead (Transformation and Digital) – Contract Consultant

- ◆ Responsible for Group Technology Digital Transformation.
- ◆ Accountable for outlining the Execution of the company's technological vision, implementing technology strategies, and ensuring that the technological resources are aligned with the company's business needs.
 - Initiated Technology Service Catalogue, Technology Solution/Systems Roadmap Execution plan.

Maruss Sdn Bhd

January 2020 – August 2022

CTO – Chief Technology Officer – Contract Consultant

- ◆ Responsible for all executive decisions with regards to the technological initiatives and objectives of Maruss and subsidiaries.
- ◆ Responsible for outlining the company's technological vision, implementing technology strategies, and ensuring that the technological resources are aligned with the company's business needs.
- ◆ Defense – Cyber-Security Technology

Bâton Global LLC, Des Moines, Iowa, USA.

September 2020 – September 2021

Senior Director – Contract Consultant

- ◆ Financial Services Client Domain.
- ◆ Business development activities services to new clients.
- ◆ Design and Execution of Delivery/Program Management Framework.

Tech Mahindra ICT Services (Malaysia) Sdn Bhd

September 2018 – November 2019

CDM - Program Director. Co-located in Indonesia, Vietnam, Malaysia

- ◆ PMO Governance, Framework – Digitization & Enterprise Security Technology Transformation / Change Management / Deployment Management
- ◆ Implementing Program Framework & Governance for Client Initiative
- ◆ Delivering Large Infrastructure / Cyber-Security Program
- ◆ Telecommunications & Multimedia Industry

PM-Partners Group, Singapore

January 2018 – July 2018

PMO – Practice Lead - Contract

- ◆ PMO Governance, Framework – Technology Transformation / Change Management / Transition Management
- ◆ Implemented Program Framework & Governance for Regional Initiative
- ◆ Delivered Project/Program and Regional Portfolio Management for Transformation initiative
- ◆ Financial Services Industry

DiGi Telecommunications Sdn Bhd

Jun. 2017 – Oct. 2017

Senior Principal, Project Management/DevOps - Contract

- ◆ Technology Strategy Consulting / Business Technology Transformation
- ◆ PPM Consultancy
- ◆ PMO Governance, Framework
- ◆ Designed Program Plan for Regional Initiative
- ◆ Delivered Project/Program and Regional Portfolio Management for Internalization initiative
- ◆ Ensured Consistency, Rapid Analysis and Recovery

Orissa Wicomm (M) Sdn Bhd, Petaling, Jaya, Malaysia

Nov. 2016 – Mar. 2017

Chief Operating Officer - Contract

- ◆ Business Technology Transformation
- ◆ PPM Risk Consultancy
- ◆ PMO Risk Governance, Framework
- ◆ Designed Supply/Demand Governance Handbook / Model
- ◆ Developed, Assessed, Improved Project/Program and Portfolio Management

Pan Country Alliance Sdn Bhd, Petaling Jaya, Malaysia

May 2015 – May 2021

Owner/Director, Delivery Practice Consulting

- ◆ Technology Strategy Consulting / Business Technology Transformation
- ◆ PPM Consultancy
- ◆ PMO Governance, Framework
- ◆ Developed Governance Handbook & Framework within the Agile/Scrum and PMI Framework

Hewlett-Packard (M) Sdn Bhd, Kuala Lumpur, Malaysia

May 2013 – Apr. 2015

Director, Delivery Management Services - Contract

- ◆ Overall Delivery Management for Technology Services (Presales & Managed Services)
- ◆ Coordinated and Managed HP resources for key Customer Telco Accounts
- ◆ Supply and Demand Management
- ◆ Financial, Stakeholder and Resource Management – Key Telco, Financial and Transportation Accounts
- ◆ Reported to Country GM (Technology Services) and Country Managing Director
- ◆ Delivered Large Data Center Migration Project
- ◆ Received Award of Contact Center Managed Services Project

Asian Broadcasting Network Sdn Bhd, Selangor, Malaysia

Sept. 2012 – Apr. 2013

Senior Vice President, Group Information Technology

- ◆ Ensured all Operations and Solutions Technology systems for the Group were implemented on time, within budget and to acceptable level of quality
- ◆ Oversaw all aspects of the IT systems of the Group to ensure acceptable Service Levels
- ◆ Worked closely with Contact Center, Customer Service and Finance to ensure smooth operations of all peripherals supporting the Group business
- ◆ Developed standard operating procedures and best practices, including providing written protocols and guidance to IT staff and end-users
- ◆ Provided sound Technology advice to the Group Executive Chairman and President & CEO.
- ◆ Reported to Group Executive Chairman and CEO

- ◆ Developed Technology Strategy Roadmap
- ◆ Developed Bid / Vendor Evaluation Process and Policy
- ◆ Signed-off Billing and Contact Center Solution

NGT Solutions (M) Sdn Bhd, Selangor, Malaysia

Jan. 2011 – Apr. 2012

Chief Operating Officer/Head of Technology Strategy - Contract

- ◆ Built a Technology Account strategy within NGTS, whilst coordinating across all Principal and Internal groups to ensure alignment for company deliverables
- ◆ Produced the Project Plan and Resource Deployment Schedule, (specifically working close with the respective Departments within NGTS)
- ◆ Represented the project team to liaise with the system support team and the customer/sponsors and user in all matters concerning the related project
- ◆ Developed Technology Account Strategy Roadmap
- ◆ Signed-off Project Management Framework

DiGi Telecommunications (Telenor-Norway), Selangor, Malaysia

Apr. 2010 – Nov. 2010

Head of Technology Development

- ◆ Developed and implemented Technology Strategy Roadmap
- ◆ Technology interface to Finance/Procurement on sourcing, Value Added Services, Product & Services Marketing, Strategy and New Business on Product Development
- ◆ Built and ensured necessary human capacity and relevant competencies were in place to meet the Demand Plans
- ◆ Implemented Supply & Demand Management within the organization.
- ◆ Delivered end KPI's with Business and Technology SLA's and OLA's.
- ◆ Reported to CTO
- ◆ Spearheaded and developed plan to transition Technical Architecture of business applications into a more efficient business driven Technology Division
- ◆ Organizational Design implemented with faster turnaround of demand from business
- ◆ Reduced Opex as mandated by KPI's

DHL IT Services, Cyberjaya, Malaysia

2005 - 2010

Head of Account Management

- ◆ Managed Asia Pacific sales account strategy and coordinated across all global account management organizations to ensure alignment of global IT deliverables; reported to AP IT Senior Management Team and IT Senior Management Board in Germany
- ◆ Contributed to transforming internal IT organization into a competitive and commercially viable entity.
- ◆ Selected, due to past effective commercial / consulting experience, to develop group that was tasked with implementing the new Supply-Demand Model that commercialized the IT business model within 100 days; effectively completed project on time and within budget
- ◆ Developed “pricing” and “costing” sheets used to help transition IT and Business teams into viewing IT services as a cost / pay service; approach was duplicated in US and Europe
- ◆ Led development of a Service Catalogue, still used today, which lists all IT services provided to business divisions as well as Service and Operational Level Agreements
- ◆ Grew overall P&L and increased invoiced revenue from \$86 million in 2006 to \$103 million in 2007

DHL Asia Pacific Information Services, Cyberjaya, Malaysia

2003 - 2005

Head of Domain / Program Management

- ◆ Oversaw and managed P&L; closely monitored status and adjusted tactics as necessary to consistently achieve key revenue and market share targets
- ◆ Secured new and large business clients by providing expert advice to businesses regarding specific IT functions and comprehensive customer solutions.

- ◆ Served as Business Partners' single point of contact regarding delivery of IT solutions; ensure all targeted goals and client satisfaction are met.
- ◆ Developed unique solutions for newly acquired customers that positively affected the bottom line and helped to achieve customers' strategic objectives
- ◆ Interacted closely with Production Services and Resource Center to ensure a stable environment and delivered projects as contracted.
- ◆ Established detailed, comprehensive forecasts and plans used to develop accurate and competitive bids.
- ◆ Collaborated with various global DHL operations to deliver superior service to business partners.
- ◆ Researched and analyzed trends and developments within domain to maintain expert knowledge of cutting-edge technologies and business advances and helped ensure competitiveness of domain.
- ◆ Built cultivated and utilized strong relationships with C-level board members and external customer senior management to implement creative, cost cutting tactics.
- ◆ Spearheaded and developed plan to transition hosting of business applications by a 3rd party to providing hosting in-house, resulting in an immediate cost reduction of 23% and an estimated 18-month reduction of 43%; hosting model now serving as model in Europe and the Americas.
- ◆ Reduced annual application support costs to 3rd party vendors by proposing knowledge transfer approach whereby vendors trained DHL employees on product support; ongoing initiative proved effective and implemented for several applications.
- ◆ Delivered significant internal and external customer cost savings by relocating Business Applications Hosting Services and Data Center.
- ◆ Utilized new approach on Server Farms that incorporated virtual CPUs and shared storage, backup, and infrastructure costs.

Held other leadership positions in several MNC's and industries since 1987.

EDUCATION & DEVELOPMENT

Certifications

- ◆ Project Management Institute (PMI®)
 - Project Management Professional (PMP®)
 - Malaysia Chapter Board Member
 - 2013-14 – Director of Publication
 - 2012-13 – Treasurer
- ◆ Scrum Master Certified (SMCTM)
- ◆ HRD Corp TTT Certified

University of Central Florida

Bachelor of Science, Computer Science (1987)