

SURESH GOVINDARAJALU

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Capability Statement

1. Program/Project Management consultant with 20+ years' experience, managed large scale business transformation and digital projects established to meet identified business goals. Suresh brings in clients with business knowledge, technical expertise, processes improvement and project management experience from both domestic and international markets.
2. Suresh has effectively managed projects financials, stakeholders and vendors communicating at appropriate levels. Primary responsibilities include planning, resources management, vendor management, solution architecture, functional and integration testing, end-to-end business testing, data migration, project governance and quality assurance, complex business and technical transition and change management activities in scaled distributed Agile environment.
3. Suresh has extensive experience across various sectors, including finance, investments, superannuation, government, transport, energy, supply chain, retail, and professional services.

Career Summary

Metro Trains	Program/Senior Project Manager (Lead Program, SuccessFactors HCM)	Nov 2024 to Current
Essential Energy	Initiative Stream Lead (Data Compliance and Governance)	Nov 2023 to Oct 2024
AMP Investments	Technical Lead/ Vendor Manager (Investments/Portfolio Management)	Jun 2021 to Oct 2023
7-Eleven	Senior PM (Digital Transformation and Workday HCM Implementation)	Feb 2017 to May 2021
Toll Holdings Limited	Senior Project Manager (External Quality Assurance and Advice)	Sep 2016 to Jun 2019
Perpetual Limited	Senior PM (Outsourcing, Registry Applications, Testing and Delivery)	Mar 2014 to Jan 2017
Rest Industry Super	Senior PM (My Super program, Compliance, Implementation)	Jul 2013 to Feb 2014
Perpetual Limited	Senior PM (Acquisition Merger and Wrap Platform Administration)	Nov 2012 to Jun 2013
Myer	Senior PM (Technology Refresh and SAP/Point of Sale Implementation)	Jan 2009 to Oct 2012
Cancer Council	Information Systems Project Manager (Solution Implementation)	Jun 2008 to Dec 2008
Coles Group Limited	Project Manager (Supply Chain WMS/TMS implementation)	Sep 2006 to Apr 2008

Key Achievements

- Implemented solution and tools, data related policies, procedures and standards to meet IPART compliance and regulations and supported data governance with the Critical Infrastructure Condition audit and on-going compliance.
- Successfully lead design, development & testing of complex integration, data migration governance and processes and transition activities for Blackrock Aladdin implementation along with huge cost savings in elimination of the legacy systems
- Mobilized Integration team with Azure, MuleSoft design and development skills set for technical delivery and transition of multiple strategic initiatives at 7Eleven in a scaled distributed Agile environment establishing an MVP delivery model.
- Successful Workday HCM implementation integrated with ADP Payroll and Kronos (UKG) Workforce Management solution and delivery of multiple IT initiatives of process and performance improvements/cost savings.
- Part of external quality assurance and advice team of consultants for the number of large transformation programs at Toll Holdings Limited, provided regular technical and business reviews, advice on project performance and reporting standards, recommended improvements, and reporting to Toll Management / PMO.
- Transitioned Perpetual Registry to new systems with a high volume of data remediation and migration and to off-shore / on-shore BAU service model in terms of technology, business systems and processes.
- Lead Integration of Perpetual/Trust Company Acquisition / Merger, engaged multiple business units and established people, systems and processes alignment, data migration and reconciliation reporting for entire suite of business systems.
- Played a major implementation / rollout role in SAP/Point of Sale systems across Myer Stores nationwide and Manhattan Supply Chain WMS/TMS solution in Coles Distribution Centers throughout Australia ensuring scope, budgets and schedule were on track and achieve the business outcome/ benefits (i.e. better control, performance and cost savings)
- Successfully managed large projects delivering business outcomes through implementation of applications, including SAP ECC / SAP Hana, ORACLE E-Business Suite / Retek, Manhattan WMS / TMS, Workday HCM, SAP SuccessFactors with ADP Payroll/Kronos (UKG) Rostering and Time and Attendance, Financial Services Blackrock Aladdin, MARS, Charles River, Eagle DataMart, Sonata Registry, and Market Data with multiple organizations of varied sectors.

Education

- Bachelor of Science
- Certification in Design, Methodology and Technology, E-Commerce Strategies, Practices and Security
- Certification from Institute of Certified E-Commerce Consultants
- Certification from International Project Management

Skill Set Summary

Program Project Management Consulting

- Program/Project Management for major digital and transformations using PRINCE2, PMBOK, Agile / Lean methodologies.
- Agile / lean practices to deliver business, customer, and IT outcomes for programs of different initiatives and journeys.
- Iteration Manager capabilities for agile practices, facilitate ceremonies, remove impediments and shield from distractions.
- Scrum Master capabilities for maintaining processes, best practices and proactively enhancing team performance.
- Team Leadership experience in Application Software development, Integration, and deployment projects
- Highly developed communication skills with ability to deal with senior management and Business / IT stakeholders.
- Strong vendor management skills including experience in managing contracts and ensuring project delivery.
- Project scoping, estimation, and resource Planning with ability to lead and monitor multiple teams.
- Project Management planning, analysis, design, build, testing, deployment, go live and transition support phases.
- Strong background in custom software development, legacy systems conversion, and systems Integration projects
- Knowledge and experience on Thin Client, Mobile Apps and Web based IT systems projects management
- Experience managing releases with CI/CD in agile environment within Release trains & periodic Release cadence.

Applications / Software Technical Skills

- ERP/ Supply Chain/Retail: SAP Finance/SAP Hana/Point of Sale, ORACLE E-Business Suite, Retek Applications, Manhattan Associates Warehouse Management / Transport Management (WMS/TMS) systems.
- Workday HCM implementation integrated with ADP Payroll & Kronos (UKG) Rostering and Time and Attendance solution.
- Financial Services Blackrock Aladdin Risk & Enterprise, MARS, Charles River, Eagle DM, Sonata Registry, Market Data
- Enterprise Application Integration (EAI) skills with JD Edwards, SAP Hana, Microsoft Great Plains and SAGE ERP
- Relational Databases – DB2, ORACLE Database, Sybase IQ, and Microsoft SQL Server
- CRM/ Business Intelligence – MS Dynamics 365, Salesforce, COGNOS, BRIO, ORACLE OLAP and ORACLE Discoverer
- Adobe – Adobe Campaign, Adobe Experience Manager/Content Management System and Magento for E-Commerce.
- Azure B2C Identity & Access Management, Azure DevOps tools, Blob storage and MuleSoft Any point Platform Integration
- Development Tools / Programming – Oracle Forms, Reports Portal, VB, .NET, ASP, and JAVA
- Office Automation Tools – Microsoft Office Products, Microsoft Visio, Microsoft Teams, and Microsoft Project
- Advanced Techniques – EPC, Bar Coding, PDT, RFID methodologies and Voice Technology (Vo Collect)
- Data Compliance and Governance/Regulation – Microsoft Purview / M365, Proofpoint, CASB and Email Data Loss Prevention (DLP) tools and checkpoint.

Employment History

Company : Metro Trains Melbourne, metropolitan rail network serving the city of Melbourne, Victoria, Australia
Period : November 2024 – Current (7 months)
Role : Program / Senior Project Manager
Program : Labour, ERP Strategic and Rostering, Time and Attendance and Payroll ADP improvements program

Responsibilities :

- Reporting to Finance Steering Committee and Technology, responsible for Workforce Management (Rostering, Time and Attendance, Leave Management, Awards Interpretation), Payroll ADP, Medicals and Integration to SuccessFactors HCM functions discovery phase comprising of requirements gathering for potential systems renewal and to identify any people, process, data and technology improvements (pain-points and gaps) and recommendations for project initiation.
- Design and Integration Services for Payroll ADP payments processing with OSKO enabled to ensure speedy and accurate
- Implementation of SuccessFactors 2.0 upgrade project involving On-Boarding (Cross-boarding) & Off-Boarding functions.

Company : Essential Energy is a state-owned electricity infrastructure company for New South Wales.
Period : November 2023 – October 2024 (12 months)
Role : Initiative Stream Lead – Data Compliance and Governance
Program : Data Compliance and Governance Program was launched to meet IPART compliance and regulations.

Responsibilities :

- Reporting to Digital Steering Committee, Data Compliance and Governance program ensured scope, schedule and \$10M budget tracking to the master plan, weekly status reporting and monthly EPMO status reporting and all RAID registers.
- Lead internal Project Leads and Vendors Project Management with Deloitte, KPMG, CyberCx and Anchoram Consultancy.
- Data Loss Prevention Strategy, Data Risk Register, Risk Bow Tie and Risk Prioritization Reports and its action plan.
- Created new/updated data Policies, Procedures and Operating standards as required to meet regulatory compliance.
- Implemented Unified Data Governance tool (Microsoft Purview), Proofpoint CASB & Email Data Loss Prevention solution.
- Data Catalogue management and processes for Business Assets classification, Information Management Markers and Sensitivity labeling for all documents including both structured and unstructured data.
- Review of Data Archiving Strategy and future state recommendations for enterprise-wide implementation roadmap.
- Lead data migrations, deployments and integration for scanning needs to Azure Data Bricks, Salesforce, Oracle Applications Cloud and SQL databases-based business application systems.
- Supported Power BI development, testing and delivery of dashboards and reports for compliance monitoring.

Achievements : Implemented Solution and tools, created new/updated data related policies, procedures and standards to meet IPART compliance and regulations and supported data governance business pass through the Critical Infrastructure Condition audit.

Company : AMP Investments (AMPI), Sydney, New South Wales
Period : June 2021 – October 2023 (2 Years and 5 months)
Role : Technical Lead and Vendor Manager (Investments and Portfolio Management)
Program : Investment Systems & Data implementation, AMP Investments Transformation program
: Master Trust Simplification Program

Responsibilities :

- Reporting to Transformation program director, ensured technical scope, integration and implementation schedule were tracking to plan, weekly status reporting, steering committee reporting and all RAID registers.
- Lead Vendors Project Management with BlackRock, BNP Paribas, Alpha FMC, and AMP technology (Wipro, AWS).
- Blackrock Aladdin Risk and Enterprise solution Implementation technical requirements mapping for understanding current state and future state functionality, reconciliation and reporting needs.
- These include business units of front-office, middle-office, data and governance, risk and compliance, portfolios management, exposure management, trade instruction and execution and corporate actions.
- Managed complex end-to-end integration development and testing with Blackrock, BNP Paribas, market data and downstream systems (Eagle Pace & DataMart). These included SFTP, SWIFT integration along with confirmation.

- Developed data migration governance and reconciliation process, dress rehearsals plan and executed data migration multiple times prior to go-live to ensure migration reports are signed by business stakeholders.
- Ensured implementation cutover is executed to plan which included pre-and-post business and technical transition activities including day to day monitoring and tracking of hyper care incidents and resolution.
- Upon go-live, ensured decommissioning of integration for legacy applications MARS, Charles River and Cortex.
- Developed and transitioned BAU support model for day/night management of incidents using notifications / alerts.
- Closely worked with a team of 25+ solution/data architects, business/process analysts, developers & testing streams.
- For Master Trust Simplification coordinated and supported dress rehearsals, transition and cutover plan/ activities.

Achievements : Successfully lead design, development and testing of complex integration, data migration governance and processes and transition activities for Blackrock Aladdin implementation along with huge cost savings in elimination of the legacy systems.

Company : 7-Eleven Australia, Melbourne, Victoria
Period : July 2019 – May 2021 (1 Years and 11 months)
Role : Senior Project Manager (Digital Transformation)
Program : Customer Digital Transformation (CDT) Program involving multiple initiatives and journeys within initiative.

Responsibilities :

- Responsibilities included planning, resources management, multiple vendors management, working closely with product owners, initiative delivery leads, solution / integration architects & developers for E2E delivery of MVP releases to market.
- Mobilized Integration team of 10+ resources with Azure, MuleSoft design and development skills set for Agile CI/CD delivery model for 'My 7-Eleven' mobile App (IOS and Android), 7-Eleven web-site, E-Commerce platform integration with Azure AD B2C Identity and access management IDAM and Pay and Go (mobile check-out).
- Responsible for MuleSoft Any point platform APIs in-house design, development and delivery using Azure DevOps Repo and Pipelines for Microsoft Dynamics CRM, Adobe Campaign, Adobe CMS/AEM and Magento e-commerce suite of products, SAP ECC Integration, SAP Process Orchestration, Adyen payments platform Integration, MFT processes and RPOS Point of Sale e-Services.
- Ensured integration APIs met the security standards and performance requirements for large customer data sets.
- Responsible for integration delivery with Virgin Airlines /Velocity Frequent Flyer with 7-Eleven App loyalty points program.

Achievements : Mobilized Integration team with Azure, MuleSoft design and development skills set for technical delivery and transition of multiple strategic initiatives at 7Eleven in a scaled distributed Agile environment establishing an MVP delivery model.

Period : February 2017 – June 2019 (2 Years and 5 months)
Role : Senior Project Manager (Workday HCM Implementation)
Projects : Workday HCM Implementation integrated with ADP Pay force and Kronos (UKG) Workforce Management Solution and business process improvements through automated integration on multiple IT programs / projects.

Responsibilities :

- Responsible for successful Workday HCM implementation end to end project lifecycle for multi-companies (corporate and franchises) including development of APIs integration with ADP Payroll and Kronos Rostering and Time and Attendance solution, ensuring project governance, reporting and managing project resources from KPMG, ADP, Kronos and 7-Eleven Business / Technology.
- Part of EPMO planning and delivery team, responsible for the end-to-end implementation and delivery of numerous business and IT initiatives ensuring successful business outcomes. These included process and performance improvements and cost savings / reduction in processing data/ FTE.
- Automatic Tank Gauge ATG implementation and Integration of Dips and Deliveries using file and API based integration with SAP ERP for all stores, which helped in monitoring fuel gauges in real time and working out fuel capacity replenishment in SAP MM.
- Oracle Platinum FM Work orders Integration for better stores support in case of incidents and faster resolution/tracking.
- Implemented Customer Information Data Lake and marketing data Insights with NTT Data / AWS for Loyalty programs.
- TM1 Financial Planning solution remediation and migration to Cloud platform.
- Basware Accounts Payable Outsourcing, business process improvement and SAP ECC integration including setting up of platform, providing suppliers portal access for invoices submission, scanning and automated payments processing by 2-way and 3-way matching solution. This enabled cost savings in FTE and performance improvements to the business.
- Most of the above integrations were achieved using MuleSoft Any point platform, SAP Process Orchestration & MFT.

Achievements : Successful Workday HCM implementation integrated with ADP Payroll and Kronos (UKG) Workforce Management solution and delivery of multiple IT initiatives of process and performance improvements/cost savings.

Company : Toll Holdings Limited, Melbourne, Victoria
Period : Sep 2016 to Jun 2019 (2 Years and 10 months) (Consulting Engagement)
Role : Senior Project Manager (Technical Quality Assurance and Advice)

Program : Part of external quality assurance and advice team of consultants for number of large transformation programs at Toll Holdings Limited, provided services regular project technical and business reviews, advice on project performance and reporting standards, recommended improvements, and reporting to Toll Management.

Company : Perpetual Limited, Sydney, New South Wales
Period : January 2016 – January 2017 (1 Year and 1 month)
Role : Senior Project Manager (Outsourcing, Registry Applications, Testing and Delivery)
Program : RIO2 Project Release 2.

Perpetual Limited is an independent and diversified financial services group providing specialized investment management, wealth advice and corporate fiduciary services to individuals, families, financial advisers, and institutions.

Tech Mahindra has undertaken the RIO2 project to complete its outsourcing implementation with Perpetual Investments. RIO2 Project had transitioned all IT application and infrastructure components held by Perpetual and Fujitsu to Tech Mahindra. As part of this transition, Tech Mahindra had also upgraded the registry system from legacy Talisman to new Sonata System. The prime objective of this project is to transition to new systems infrastructure / application environment along with high volume of data remediation and migration from legacy to new Sonata system and to transition support from the project services to BAU off-shore / on-shore service model.

Responsibilities :

- Test Management specializing in application system functional, integration (vertical) and end to end (horizontal) testing.
- Testing includes integration testing with HP TRIM, Workflow, other Perpetual Systems, and Third Parties RBC etc.
- Sonata Applications release / delivery to various environments including Production and Non-Production.
- Remediation of Infrastructure configuration, legacy to new Sonata systems and vice versa interfaces and technical testing.
- Lead large teams of 30+ resources with a mix of onshore and offshore both technical and business subject matter experts.
- Responsible for the daily triage, issues, defects and incidents management during project and interim support phases.
- Managed Interim Hyper Care support teams including support vendors and handed over to BAU.
- Reporting project status on a weekly / monthly basis to Program Leadership team and Test Governance Council.

Achievements : Transitioned Perpetual Registry to new systems with a high volume of data remediation and migration and to off-shore / on-shore BAU service model in terms of technology, business systems and processes.

Company : ASCIANO, Sydney, New South Wales Australia's largest national rail freight and cargo port operator.
Period : October 2015 – December 2015 (3 Months)
Role : Senior Project Manager – Commercial and Contracts
Program : Proteus Program designed to implement ways of improving operational efficiencies and reducing costs.

Responsibilities : Procurement framework, planning, tracking, execution, and evaluation of the RFT/RFQ/RFP processes for the Core HCM, TLM and Rostering and Core FMS application systems as part of the Proteus Program. This included tier one vendor candidates SAP/Success factors, Oracle Applications, Kronos, and HCM Workday participation.

Company : News Corp Australia, Sydney, New South Wales Australia's largest media companies.
Period : June 2015 – September 2015 (4 Months)
Position : Program Manager
Program : Redefine Classifieds Program of simplification and standardization

Responsibilities :

- Validation of the business strategy, objectives, and benefits to ensure that it remains aligned with business intent.
- Completed full requirements baseline across the end-to-end solution. This included high level business processes, functional, product and pricing and non-functional requirements, as well as full traceability to benefits.
- Completed technical solution gap analysis validation, which will enable the business to decide on scope for the project.
- Executed High Level Design (HLD) phase for the end-to-end solution with approved key deliverables.
- Weekly program status to the Program Leadership, Business Working Group and Steering Committee teams.
- Developed detailed project schedule and cost to complete the project which formed part of the business case.

Company : Perpetual Limited, Sydney, New South Wales
Period : March 2014 – May 2015 (1 Year and 3 Months)
Role : Senior Project Manager – Business Systems (Acquisition Merger)
Program : The Trust Company Integration Program.

Perpetual completed the acquisition of The Trust Company in Dec 2013. **The Trust Company Integration program** was launched with the IT Integration stream as an enabling stream, working with / across all business streams to address their dependencies on IT as they integrate Trust Company people, systems / data, and processes with Perpetual. The IT Integration stream ran as a Program of work, comprising two work streams Shared Technology (underlying IT infrastructure such as networks, mail, desktops) and Business Systems (all business applications and web-based software).

The integration and remediation work involved multiple business units (Finance, Human Resources, Risk and Compliance, Perpetual Private, Perpetual Investments, Corporate Trust and IT), 20+ systems processes alignment, huge volume of data migration from Trust Company to Perpetual systems and reconciliation reporting, SharePoint remediation, assets documents and history statements migration to SharePoint and integration with TRIM Document Management system, decommission of Trust Company legacy application systems, databases and websites, transition to BAU and IT change management.

Responsibilities :

- Managed detailed project schedule for all phases ensuring a successful integration and tracking \$5M+ project financials
- Reporting project status on a weekly / monthly basis to Program Leadership and IT Steering Committee teams
- Lead a team of 15+ business / technical analyst(s), testing and migration teams involving SIT, UAT and Cutover/Go live.

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- Coordinated and managed RFP and SOW with a large pool of vendors 20+ (Fujitsu, IBM, Optus, Salesforce, Technology One, Tech Mahindra, Talent2, COIN, Computron, MYOB, Zero, ASX, Computer Share, Bravura, Analytics8)
- Remediation of Infrastructure configuration, interfaces remediation of all applications and technical/UAT testing
- Managed build, test and deploy phases for three new business applications / systems including new infrastructure.
- Achieved 16 Gold program milestones within the planned schedule and budget.

Achievements : Lead Integration of Perpetual/Trust Company Acquisition / Merger engaged multiple business units and established people, systems and processes alignment, data migration and reconciliation reporting for entire suite of business systems.

Company : REST Industry Super, Sydney, New South Australia's largest superannuation fund by membership
Period : July 2013 – February 2014 (8 Months)
Role : Senior Project Manager
Program : My Super project (part of Stronger Super program).

Responsibilities :

- Launched and implemented products design with changes to systems and processes to comply with regulatory laws.
- Project management and liaison with service providers (AAS) and business stakeholders
- Transition of REST Acumen employees / members to either the Corporate and/or Industry Super
- Conversion of existing Select members to Industry Super
- Generation of Significant Event Notices (SEN) to impacted members.
- Managed detailed project plan for various phases (Build, Test and Cutover/ Go live)
- Reported project status on a weekly basis to Program Manager
- Managed Data migration and reconciliation process approvals with the business stakeholders
- Communications to employers and stakeholders
- Business / IT change management caused by the impact of transition to new products.

Company : Perpetual Limited, Sydney, New South Wales
Period : November 2012 – June 2013 (8 Months)
Role : Senior Project Manager
Program : ICE Project, Data Centre Relocation Project, IT Transformation Project

They launched a large business transformation program partnering with Macquarie Group to deliver a **new portfolio wrap platform administration service named ICE "Improved Customer Experience" project.**

Responsibilities :

- Developed and managed all the transition activities for dress rehearsals and production migration with Technology, Business and Macquarie Group using a detailed transition plan outlining preparation, cutover, and post cutover activities.
- Managed transition migration activities which involved complex business processes outsourcing, Data Migration for Clients, Accounts and holdings, Assets and Cash transition and Technology system components (Salesforce CRM, public and internal web sites, TRIM Document Management, Finance Data Marts, and Integration using web Methods)
- Managed and coordinated support handover of new Infrastructure and Applications to Fujitsu BAU
- Business Continuity Planning / Disaster Recovery testing for new Infrastructure and Application components

Data Centre Relocation project: The Data Centre relocation involved Disaster Recovery and Production sites transitioned from Perpetual data centre to Fujitsu data centre at Victoria and New South Wales. The relocation / migration involved substantial number of Infrastructure, servers, network, backup and application systems and infrastructure support transition to Fujitsu.

Responsibilities :

- Managed and ensured the successful relocation and migration of the entire Infrastructure and application systems
- Management of technical and business resources required from Perpetual IT, Business and Third-Party vendors.
- Ensured that the technical testing has passed on Infrastructure, Servers, and Networking components.
- Coordination of user acceptance testing and approval
- Handed over Infrastructure support from Perpetual IT to Fujitsu BAU Managed Services

IT Transformation project: The project involved transition of BAU support services for the new application systems built during ICE Project from Perpetual IT / Project team to Fujitsu Managed Services.

Responsibilities :

- Detailed technical planning and testing for all databases, middleware, and application systems.
- Coordination of activities in conjunction with Perpetual IT / Project / Business units and Fujitsu technology / BAU teams
- Ensured knowledge transfer by means of training from Perpetual IT to Fujitsu BAU Managed Services
- Ensured all technical / support documentation was in place and signed off.

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Company : Myer, Docklands, Victoria, one of the largest department stores
Period : October 2011 – October 2012 (1 Year and 1 Month)
Role : Senior Project Manager
Program : Transformation Program, SAP Fraud watch Project

Major transformation projects were undertaken at Myer which consisted of the following:

- **Technology Refresh Project:** Consolidate four data centers into two, replace the existing AIX hardware platform, replace the existing disk storage platform, establish a transformed IT infrastructure delivering improved business efficiencies to Myer.
- **Mainframe Replacement Project:** Migrate existing applications (Gift Registry, EDI / Supplier Rating) off the mainframe environment and redevelop them on a different platform i.e., Oracle Retek, and then decommission the mainframe hardware.

Responsibilities :

- Managed the transformation projects undertaken by IBM.
- Managed detailed project plan for various phases (Build, Testing, Migration and Cutover/ Go live)
- Reported project status on a weekly basis to Program Manager
- Coordination of system integration and user acceptance testing phases
- Managed Data migration and reconciliation process approvals with the business stakeholders
- Business / IT change management

SAP FraudWatch Project: The scope of the project was to install, configure FraudWatch v3.5 in Myer's hosted new environment, migrate seed data and perform system integration and user acceptance testing including production data migration.

Responsibilities :

- New hosted infrastructure and network required for SAP FraudWatch application.
- Implementation, delivery, and support transition of SAP FraudWatch migration
- Managing detailed project schedule, activities and resources from SAP, IBM, and third-party vendors
- Business / IT change management and communications were in place.
- Ensured all project deliverables were met including migration and testing artefacts.

Period : January 2011 – September 2011 (9 Months)
Project : My Refresh Project

As a **Technical Transition Lead / Manager**, I was responsible for the end-to-end project management of the transition budgets and ensured successful transition to BAU. The Transition project delivered modern, supported, and effective technology to all Myer stores nationally which completely transformed the entire back-office systems from old technology to modern technology. This included new Windows 7 workstations, new Ricoh printers, upgrade of PDTs, upgrade of Microsoft Office, data migration and other Microsoft SQL based application programs and an upgrade of the infrastructure including that of Windows Servers and WAN Riverbed Steelhead appliance that make these works efficiently.

Responsibilities :

- Design phase involving budget estimation for the technical transition of back-office infrastructure and applications.
- Finalized and delivered the implementation strategy and approach documentation for a store-by-store transition.
- Developed, Managed, and executed of store-by-store transition schedule and plan for all stores nationally.
- Planning and execution of dry runs, pilot and production stores and Quality assurance of all transition activities
- Ensured all transition deliverables collected to confirm a successful transition and handover to BAU support.
- Collaborated closely with key stakeholders of the project, including management of third-party suppliers such as IBM, Fujitsu, Ricoh, and O2/Riverbed etc. and subject matter experts who participated in all transition related activities.

Period : January 2009 – December 2010 (2 Years)
Project : SAP Point of Sale Project (myPOS) Project

As a **Lead Rollout Manager**, I successfully completed the deployment of **SAP Point of Sale Project** system rollout across Myer stores nationally. This is a lead role within the project and responsible for the end-to-end planning and execution of a detailed store implementation schedule from rollout to transition of the new Point of Sale (POS) solution. I collaborated closely with key members of the POS project, including third party suppliers such as IBM, Fujitsu, SAP, ANZ, Coles etc and subject matter experts who participated in all implementation related activities.

Responsibilities :

- Developed an integrated master implementation schedule for system rollout and cutover activities, including the decommissioning of the legacy POS system.
- Deployment project schedule comprised detailed planning activities pre-requisite to Stores going live (e.g., Site Readiness, Staging, User training, support team readiness, legacy system changes and data conversion/reconciliation processes)
- Managed and tracked third party supplier deliverables against the master implementation schedule.
- Defined and documented the processes, procedures, and dependencies for all implementation activities involving Staging, Logistics, Rollout and Cutover activities (large scale infrastructure and applications deployment involving 280+ servers and 3900+ POS registers)
- Worked with the Business, Architecture, Development, and Infrastructure teams of 100+ resources to ensure any system or design constraints which compromise business requirements for implementation identified and managed.
- Managed the dependencies, risks, and issues for the deployment of the POS system.

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- Setup and executed implementation “dry runs,” or “Operational Readiness Testing,” to validate and fine-tune all implementation activities. Trained other Rollout Managers tasked in implementing Myer stores nationally.
- Coordinated, troubleshooted, and managed the resolution of implementation issues.
- Maintained a detailed record of each Store implementation and tracked the status of in-process implementations.
- Managed project activities by consulting with third party suppliers (IBM & Fujitsu) and internal project team members from SOE building using TPMfOSD, EPOS applications and patches installed using TCM, data migration, legacy interfaces remediation, and reconciliation (includes Retek Merchandizing systems (RMS) and SAP Financials)

Achievements : Played a major implementation lead role in SAP POS business systems rollout across Myer Stores nationwide.

Company : Victoria Cancer Council, Melbourne, Victoria

Period : June 2008 – December 2008 (7 Months)

Role : **IS Project Manager**

The **Cancer Council Victoria** is a non-profit organization involved in cancer research and cancer support, prevention, and advocacy. **IS Project Manager** Role was responsible for managing the multiple projects (including Data cube, Scientific Database solution, Bio-repository Management, Workflow Data Access, and Hosting Platform) that include the implementation of systems and the resulting changes to processes.

Responsibilities :

- Ensured that the solution meets agreed business requirements, deployed in a timely manner at “least lifetime cost” and complies with architectural, strategic, and operational guidelines.
- Created and managed project plan, ensuring the scope and any constraints are closely understood.
- Developed business case document for the project providing details of benefits/costs on 5 years basis.
- Managed costs within budget and contingencies
- Ensured projects risks and issues are identified and reported effectively.
- Developed and worked with the project sponsor to form the stakeholder and communications plan.
- Monitored progress versus plan, took corrective action and ensured quality aspects of plans.
- Created the required change management processes for project deliverables.
- Managed resource allocation and prioritization of significant changes of business requirements
- Managed project resources from internal teams and vendors. Resolved conflict of project priorities and completion of all deliverables.

Company : **Coles Group Limited, Melbourne, Victoria**

Period : **September 2006 – April 2008 (1 Year and 8 Months)**

Role : **Project Manager**

Program : **Supply Chain / Warehouse Management System (WMS) major transformation program**

Project Manager in the **Supply Chain / Warehouse Management System (WMS) major transformation program** through PMO set-up (Team size of 150+ from Coles, Accenture, Manhattan & SME Contractors) involving customization and deployment of systems from Manhattan Associates integrated with host systems. The systems included deployment of Warehouse Management (WMS), Transport Management (TMS), Slotting Optimizer, Oracle Reports Portal/IFS and integration with host systems of Store Ordering System, RIS and Retek Merchandizing systems (RMS) under Oracle 10g and .NET GUI.

I was responsible for handling both the **IT and Business aspects** of this project delivery and implementation of systems at Laverton, Melbourne (\$10M budget), right from inception to sign off with a team of direct reports 20+ consultants. The site is managed by 3PL (Polar Fresh) and houses Frozen, Chilled and Flow-through products. The Rollout involved the set of systems at multiple new distribution centers across various states in Australia. Upon successful completion of deployment of systems at Melbourne, I worked at Adelaide, Regional distribution center till Nov 2007 and then at Sydney, Eastern Creek project till April 2008, the site managed by 3PL (Versa cold).

Responsibilities :

- Completed Master plan and deployment of the systems at distribution centers
- Coordination of all site implementation readiness activities of both IT and Business around deployment of any/all systems and outcomes to achieve the common objective of getting the site successfully transitioned to Go Live
- Managed resources by leading a team of consultants from systems (internal / external), process and operations.
- Stake holder’s communication to PMO through weekly touch base meetings and project reports.
- Communication with Migration, DC Design and Merchandising Team through weekly meetings & project reports
- On-Site UAT of the Software for sign off by the business, before Go Live
- Data Migration activities include master and history data for Test run, Dress Rehearsal and Go Live periods.
- Problem management documented in terms of systems, process, operations, and data related and follow-up.
- Training Coordination for Team Leaders, Super Users and End Users through training team
- Reported using 4QD standards (4 Quadrant Delivery – in-house Project management methodology by Coles Group), MS Project Planner, Mercury Quality Centre, and Microsoft Office Tools
- PIR Learning through PowerPoint presentation and findings for future sites for another managers/Team
- Change management communication to Stores, Suppliers and team members.

Achievements : Played a major implementation role across Coles Distribution centers nationwide ensuring scope, budgets and schedule were on track and achieve the business outcome/ benefits (i.e. better control, performance and savings)

Client : Vision Soft Business Solutions, Dubai, UAE
Projects : Various Projects (Refer International Projects section)
Position : Project Manager

Vision Soft is an IT Consultancy firm, Oracle Business Partner and IBM preferred vendor, an independent software vendor (ISV) having offices in Dubai and offshore set-ups develop and market the business applications solutions with experienced system consultants and partners. During the tenure, as a **Project Manager** I was responsible for various projects involving customization and deployment of Oracle E-Business Applications and in-house developed ERP Vision 2000 Business Solutions with verticals solutions for Logistics, Retail Point of Sale, Service Management and Hospitality business domains. I have managed multiple medium to large sized projects leading a team size of 50+ consultants comprising of Project Leaders, Functional and Technical consultants and ensured that services meet client requirements as per Service Level Agreements.

- ✓ Project Scoping, Budgeting and Costing, Plan and document Project Schedule using PMBOK, AIMS methodology.
- ✓ Resource allocation and monitor the tasks assigned to the product & project team members.
- ✓ Periodically conducted project review meetings with stake holders / project team to ensure project completion in stipulated time frames effectively using the allocated resources.
- ✓ Involved in Business Process Requirements gathering, Software solution design and Mapping of Solutions
- ✓ Laid down procedures for design and development incorporating the UML & RUP standards.
- ✓ Ensured team members follow Applications Implementation methodology for effective project implementation.
- ✓ Managed offshore development teams and support bench to maintain the cost-effective team of system consultants on board, thereby increasing the profitability of the projects.

International Project Experience

Government, Telco, Banking, Supply Chain and Service Industries Project Management using Oracle Technology

- ✓ Aqili Group of Companies, Dubai (www.aqili.com) Role: Senior Project Manager.
- ✓ Seven Seas Ship Chandlers LLC, Dubai (<http://www.sevenseasgroup.com>) Role: Project Manager
- ✓ National Biscuits Industries Ltd SAOG, Sultanate of Oman (www.nabilbiscuits.com) Role: Project Manager
- ✓ Petrofac International, Sharjah, UK, U.S.A. (www.petrofac.com) Role: Project Manager
- ✓ NOKIA – PROJECT - Service City, Dubai (www.servicecity.cc) Role: Project Manager and Solution Architect
- ✓ Sultan Qaboos University & Hospitals, Sultanate of Oman (www.squ.edu.om) Role: Project Manager
- ✓ Oman Development Bank SAOG, Sultanate of Oman (www.odb-oman.com) Role: Project Leader
- ✓ Bhacker Suleiman Jaffer Company, Sultanate of Oman Role: Team Leader

Retail Projects Management (Front Office Point of Sale Systems)

- ✓ Axiom Telecom LLC (Al Bannai Group), Dubai (www.axiomtelecom.com) Role: Senior Project Manager
- ✓ City Centre Hyper-markets, State of Kuwait Role: Project Manager / ERP Consultant
- ✓ Bahrain Marine and Mercantile Intl, Bahrain Role: Project Manager
- ✓ Emirates Co-operative Society, Dubai (www.emcoop.ae) Role: Project Manager / ERP Functional Consultant