

NAGARAJAN MAHESWARAN

IT DELIVERY MANAGER | DIGITAL TRANSFORMATION | ENTERPRISE PROGRAMME LEADERSHIP

PMP® · PSM · CSPO® · PMI Generative AI · IBM AI Product Manager

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PROFESSIONAL SUMMARY

IT delivery and programme leadership across Telecom, BFSI, Energy, and Enterprise IT — built on 15+ years of regulated, high-stakes delivery and a decade of hands-on technical experience that grounds every governance, architecture, and risk decision. Track record: 35% on-time delivery improvement, 30% velocity uplift, 20% cost reduction, zero audit findings, and 100% stakeholder satisfaction across multi-year engagements. Equally fluent across the full methodology spectrum — SAFe scaled agile, Scrum, Kanban, Waterfall, and hybrid — scaling governance depth and leadership approach to match organisational complexity. Certified PMP®, PSM I, and CSPO®.

\$20M+ Annual Portfolio	35% OTD Improvement	30% Velocity Uplift	20% Cost Reduction	15+ Years PM Leadership
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CORE COMPETENCIES

Project & Programme Delivery	End-to-end project lifecycle · Programme & portfolio management · multi-workstream delivery · Scope, cost & resource control · Full SDLC ownership · Release governance · Presales & estimation · C-suite engagement
Agile, SAFe & Hybrid Delivery	SAFe ART facilitation · PI Planning · System Demo · Inspect & Adapt · Scrum · Kanban · Waterfall · Hybrid delivery models · Sprint governance · Backlog ownership · Velocity optimisation · Continuous delivery
Governance, Risk & Compliance	RAID management · Change Control Boards (CAB) · PMO / EPMO frameworks · Audit readiness · Issue escalation & resolution · Vulnerability remediation governance · Business continuity · Regulatory compliance
Stakeholder & Vendor Management	Business-IT alignment · Executive & C-suite engagement · HoD-level stakeholder management · multi-vendor coordination & negotiation · SLA governance · Cross-functional team leadership · Change adoption facilitation · Team coaching & performance development
Financial & Commercial Management	CAPEX / OPEX governance · Portfolio budgeting (\$20M+ scale) · Cost optimisation · Vendor strategy · Contract management · Budget forecasting & tracking
Technology & Platforms	Payments ecosystems (eGIRO, AXS, UOB, PayNow, Visa, DBS) · Salesforce CRM · Microservices · MuleSoft · Azure / Cloud platforms · API-driven integration · System modernisation · Regulatory reporting
Tools	JIRA · Confluence · Azure DevOps · MS Project · Power BI · SharePoint · MS Excel · AI-enabled delivery tooling

CERTIFICATIONS

PMP®: Project Management Professional — PMI

PSM I: Professional Scrum Master — Scrum.org

CSPO®: Certified Scrum Product Owner — Scrum Alliance

PMI Generative AI: Generative AI in Practice — PMI

AI-First Product Leader — LinkedIn Learning

IBM AI Product Manager — IBM / Coursera

PROFESSIONAL EXPERIENCE

Founder & Principal Consultant | Kuvanta Tech — Remote | Sep 2025 – Present

- **3 paid advisory engagements delivered** — applying enterprise PM rigour (RAID, milestone governance, change control, stakeholder alignment) to scaling technology and product teams across cross-functional delivery environments.
- Completed PMI Generative AI, IBM AI Product Manager, AI-First Product Leader certifications, actively applying AI tools to delivery workflow optimisation.

Senior IT Project Manager / Delivery Manager | M1 Digital Labs Sdn Bhd — Kuala Lumpur | Sep 2022 – Aug 2025

Programme delivery, Agile governance & team leadership

- **35% on-time delivery improvement and 30% velocity uplift** achieved through SAFe ART-level facilitation, driving PI Planning, sprint cadence, backlog governance, impediment resolution across 8+ concurrent Agile workstreams in a regulated telecom environment.
- **Zero audit findings across 8+ concurrent projects** — sustained through RAID governance, Change Control Boards, release readiness gates, sprint discipline across a three-year engagement; zero compliance breaches, zero security audit findings throughout.
- **Internal engineering team built from zero** — structured capability transfer programme from Infosys India covering 45+ applications; full vendor-to-internal delivery transition completed on schedule with no degradation in quality or velocity.
- **100% stakeholder satisfaction sustained** across business owners, engineering teams, vendors, and regulators — through proactive portfolio dashboards (JIRA/Confluence), structured escalation protocols, and PI Planning alignment forums.
- **High-volume commercial event delivery:** technical delivery lead for Black Friday, product launches, and promotional campaigns — zero platform failures across all events through pre-event readiness gates, deployment rosters, and live incident command.

Platform delivery, payment ecosystems & modernisation

- **MAS-regulated payments platform delivered end-to-end** — eGIRO, PayNow, Visa, UOB, AXS, DBS — integrating new payment channels with MAS compliance; zero billing-cycle failures and zero service disruption across all go-lives and billing cycle operations.
- **MuleSoft-to-microservices migration:** led phased migration of high-volume backend integrations to custom-built microservices — multi-million-dollar licensing cost saving, zero service disruption, rollback governance across each phase.
- **Salesforce CRM and enterprise application delivery** coordinated across concurrent workstreams — governing requirements, cross-functional team alignment, and integration quality across Payment Manager, Invoice Manager, and Document Generation squads.
- **Organisational change and adoption:** designed and executed KT programme, readiness assessments, post-go-live hypercare across all major transitions — embedding delivery practices that sustained programme performance throughout a three-year engagement.

Project Manager – Cloud & Transformation Delivery | Datacom Systems Asia Sdn Bhd — Kuala Lumpur | Apr 2016 – Aug 2022

- **\$18M+ annual portfolio** across CRM, cloud migration, application modernisation, and data migration in a multi-client environment — spanning Telco, public sector, and enterprise accounts across Malaysia and the region.
- **67% to 90%+ on-time delivery** achieved within 18 months through Agile transformation, structured sprint coaching, and delivery governance built from zero — growing a 12-person cross-functional team from ad-hoc execution to disciplined, predictable delivery.
- **20% portfolio cost reduction** through vendor renegotiation, resource optimisation, and workstream rationalisation — with zero impact to scope or quality on any active programme.
- **Delivery governance built from zero:** RAID controls, financial dashboards, Change Control Boards, and executive reporting — eliminating recurring leadership escalations across all accounts.
- Cloud marketplace platform delivered — 60% operational cost reduction and 35% YoY revenue uplift for reseller partners. Azure cloud migrations (Office 365, Azure AD) — 99.9% uptime, zero data loss across all transitions.

Project Manager – Enterprise Application Delivery | Petronas ICT Sdn Bhd — Kuala Lumpur | Sep 2014 – Oct 2015

- Managed full project lifecycle delivery across ECM, HRMS, BI, e-commerce, and data migration under strict EPMO governance and CAPEX controls — zero-defect delivery maintained despite significant late-stage scope changes.
- 20% effort reduction, 15% schedule improvement through code reuse and disciplined planning. Received Focused Recognition Award for PGB OEXMS ECM. Contributed to USD 1M presales win through business case development.

IT Project Manager | Tentacle Technologies (M) Sdn Bhd — Kuala Lumpur | Aug 2013 – Sep 2014

- Implemented Agile delivery framework within 60 days across a cross-functional team — improving coordination, delivery predictability across all client engagements; delivered ECM Portal and enterprise applications on scope, on time, to quality.

Earlier Career — BFSI & Enterprise Delivery (2000–2013)

Progressive delivery leadership across banking, insurance, and enterprise application programmes — building the technical credibility, stakeholder management, and domain depth underpinning a 15-year PM career.

Hexacorp Technical Services, Chennai | Project Manager | May 2012 – Aug 2013

- Led 15-person cross-functional team across SharePoint and CRM programmes for American Express, MLS, and DuPont — zero data loss across all engagements.

Virtusa India Pvt. Ltd, Chennai | Project Leader (Client: Standard Chartered Bank) | Jan 2010 – Dec 2011

- Delivered global Compliance Portal, Knowledge Management Framework, and GTO Executive Dashboard for SCB.

Mphasis Fin Solutions (AIG Systems Solutions), Chennai | Project Leader | Dec 2006 – Jan 2010

- Delivered AIG IntelliRisk enterprise risk platform and led legacy COBOL to .NET/SQL Server migration (150K+ policies) — 30% cost reduction, full regulatory compliance across global operations.

Engineering Roles (2000–2006) | Nanocube Software | Ragas Info Solutions | Proton Web Solutions, Chennai

- Full-stack development across security, CRM, payments, enterprise platforms — the technical foundation underpinning a career in enterprise delivery leadership.

EDUCATION

M.Sc. in Information Technology | University of Madras, India | 2008

B.Com. (Bachelor of Commerce) | University of Madras, India | 1997