

SACHINTHA GUNASENA – PMP® PRINCE2® Agile Certified IT Project Manager

Kuala Lumpur, Malaysia | +60 16 501 9006 | sachinthadtg@gmail.com

Website: <http://thesachintha.com> | Podcast: [Mind Radius](#) | LinkedIn: [@Sachintha Gunasena](#)

PERSONAL STATEMENT

Project Manager with 10+ years of experience in insurance, education, hospitality, finance, oil & gas, CRM, gaming platforms, AR/VR, web, and mobile applications, with over 15 years of experience in the IT industry. Developed detailed project plans and for solutions that led to an 8% growth in annual revenue. Built solid relationships with 30+ client accounts to ensure quality customer service and Agile software development. Experienced in supporting the strategic direction of large-scale programs and communications to provide a pragmatic and proactive approach to projects. Looking for a challenging role that will allow for continually developing project management skills, with a long-term aim to progress to Program Manager or PMO Lead.

SKILLS

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|-----------------------------|-----------------------------|--------------------------------|
| • Project management | • Project documentation | • Tool: MS Project, JIRA, |
| • Change and transformation | • Project planning | Confluence, Git, Slack, Power |
| • Budget management | • Requirements gathering | BI, Teamwork, Trello, Asana, |
| • Project governance | • Stakeholder engagement | MS Teams |
| • Risk and issue management | • Infrastructure management | • Business continuity planning |
| • Process improvement | • Roadmap definition | • Communication |

PROJECT MANAGEMENT EXPERIENCE

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|---|----------------------------|
| Petronas Digital, Malaysia - Project Manager | Sep 2022 – Present |
| <ul style="list-style-type: none">• Spearheading the second phase of the Project Command Center, implementing enhancements that improved dashboard capabilities, resulting in a 20% increase in project visibility using GenAI.• Playing the role of a Scrum Master to guide a cross-functional Agile team and external vendors, launching 3 MVPs that collectively supported over 50 management decisions.• Developed a customised dashboard for the Group Finance Services department, streamlining budget planning processes, resulting in a 15% reduction in planning time.• Led the creation of dashboards for Executive Management, consolidating Malaysian production data, enhancing decision-making speed by 30%. | |
| Tune Protect Group, Malaysia - Senior Project Manager, PMO | Sep 2021 – Sep 2022 |
| <ul style="list-style-type: none">• Directed the IFRS17 Insurance Contracts Standard rollout for Malaysia and Thailand, collaborating with 6 CFOs and 4 cross-functional teams to achieve compliance, contributing to a 25% increase in operational efficiency.• Oversaw the successful deployment of Management Dashboards using Power BI, replacing outdated reporting methods, which improved reporting accuracy by 40%.• Completed the E-Procurement project, implementing the SAP E-Procurement Module, resulting in a 30% decrease in procurement cycle time. | |
| SoftSolvers Solutions, Malaysia - Project Manager | Feb 2019 – Sep 2021 |
| <ul style="list-style-type: none">• Managed teams to launch 5 CRM solutions, increasing customer engagement by 50% across Southeast Asia.• Completed 10 large-scale Change Requests (CRs) within a year, resulting in a 20% improvement in overall project delivery efficiency.• Completed integrations with 2 major payment gateways to enable online payments.• Revived an internal knowledge sharing initiative where the whole team, including management, participated in knowledge sharing activities, presentations for self-improvement, and other team building activities. | |
| KPMG, Sri Lanka - Assistant Manager - IT Advisory | Aug 2017 – Jan 2019 |
| <ul style="list-style-type: none">• Led Agile teams on multiple large-scale government and corporate projects, enhancing delivery times by 30%.• Managed Business Transformation initiatives, collaborating with C-suite leadership to achieve a 15% reduction in operational costs. | |

- Worked with German counterparts and Founding Director to run the Project Management Office of a regional IT system for a leading Insurance company, from initiation to country-wide rollout.
- Led a team of 6 Business Analysts to successfully conduct a Business Process Re-engineering study for the District Secretariat to ensure that the services provided would achieve at least 50% increase in efficiency.

Arimac Lanka, Sri Lanka - Senior Project Manager

Apr 2016 – Dec 2016

- Delivered 15 Agile projects across Sri Lanka, Maldives, Dubai, and Europe, increasing completion rates by 25%.
- Implemented PM, BA & QA processes that improved project efficiency by 20%.

Acuity Business Solutions, Maldives - Project Manager

May 2015 – Apr 2016

- Led property management and POS solutions for hospitality clients, achieving a 30% increase in client satisfaction through enhanced service delivery.
- Improved Change Request management efficiency by 20%, resulting in faster project turnaround.

Virtusa Corporation, Sri Lanka - Software Engineer - Technology

May 2010 – Jan 2014

FREELANCE EXPERIENCE

Universal Apps, Australia – Consultant Project Manager (Freelance)

Feb 2021 – Sep 2021

- Led a fully remote Agile team to develop the second version of MenuMiz, a restaurant management system, achieving a 35% increase in user satisfaction within the first month of launch.
- Collaborated with the CEO to prioritise the product roadmap, improving project delivery timelines by 25%.

Cauvé Media Group, USA - Consultant Project Manager

Jan 2017 – Aug 2017

- Collaborated with this media start-up's Founder and IT Consultant to plan its IT roadmap and set up different web platforms for the products offered.
- Planned and set up task management, monitoring, and communication tools, thereby increasing task visibility, boosting engagement of the remote team by 20%.

Seoprojects.lk, Sri Lanka - Consultant Business Analyst

Jan 2014 – Apr 2015

- Led a remote team to deliver 5 SEO projects, 6 Social Media Campaigns, and 3 Websites within projected timelines and budgets.

VISITING LECTURER EXPERIENCE (Project Management Basics, Web Development, Entrepreneurship in IT)

Pioneer Institute of Business & Technology, Sri Lanka	2016 – 2018
Open Arc Campus, University of Moratuwa, Sri Lanka	2016
Clique College, Maldives	2015 – 2016

EDUCATION & CERTIFICATIONS

Project Management Professional (PMP®) Certification – Project Management Institute (PMI), USA	2024
PMI-ACP® (Agile Certified Practitioner) – Project Management Institute (PMI), USA	2024
Agile Scrum Master – Examination Institute for Information Science (EXIN), Netherlands	2021
PRINCE2® Agile Practitioner Certificate in Agile Project Management – AXELOS, UK	2020
PRINCE2® Foundation Certificate in Project Management – AXELOS, UK	2020
Professional Member of British Computer Society (MBCS) – British Computer Society, UK	2016
BSc Information Technology – Sri Lanka Institute of Information Technology, Sri Lanka	2010

ADDITIONAL INFORMATION

Volunteer: PMI Malaysia Chapter - Volunteer Experience Tribe, Nominations Committee

Training Conducted: SharePoint 2010, Hospitality Management Software, Integrated Welfare Management System

Training Attended: Microsoft SharePoint Server, Microsoft Fast Search Server, Microsoft Windows Server, .NET, C#, ASP, MS SQL Server, Oracle, Business English