

Kumara Mahalingam, MBA, CSM, CSPO, PMI-ACP

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Technical & Non Technical Program Management

High-energy program management professional with 16+ years' experience leading IT business operations and re-engineering of processes to improve performance and operational efficiencies.

Expertise in identifying the direction of technology and its application to business systems, collecting corporate requirements, and developing PMO standards and methodologies to drive consistency across the project portfolio. In-depth knowledge in a wide range of modern technologies with solid professional exposure in all aspects of project/program management, agile methodologies, and product management. Hands-on leader, directing global, diverse, and matrixed teams with experience across several geographies in the **US, Japan, Indonesia, India, Malaysia and Singapore**. Excellent in developing and providing consulting services, training, and management support. Adept at scope management, business case analysis, work-plan management, resource/budget tracking, status/metrics reporting, issue resolution, and on-time solutions delivery with the successful and simultaneous completion of projects. **Eligible to work in the United States and Malaysia without work permit sponsorship**

Core Competencies:

- Large Scale Integrations / Implementation - CRM, CMS, ERP, HCM
- End-to-End Program Governance
- Data Query and Data Analysis
- Product Operations Management
- Business Analysis & Process Improvement
- Account & Vendor Management
- Software Delivery Management
- Business and IT Transformation
- Product Management

Professional Experience

Gojek

Senior Program Manager - Jan - 2020 - Present

Reporting directly to the Senior Vice President of Product Management and leading Program Management for the Product Operation organization. Currently heading the hiring and staffing vertical for the product management organization in Jakarta, Bangalore and Singapore by developing and improving the entire hiring process with partnership with the global recruiting leaders.

Key Achievements:

- Used data and developed reporting dashboards to understand issues in the hiring process and made improvements to the interviewing process
- Introduced the shadow and reverse shadow interview practise to have consistency in the hiring process
- Partnered with HR and introduced a Mentorship program in Gojek

Indeed Inc, Austin TX, USA

Sr. Technical Program Manager – Singapore, Singapore (Expat Relocation Assignment), Oct 2018 – Dec 2019

Spearheaded various product development projects, targeting international markets from inception. Implemented Scrum methodology to ensure the project alignment with defined objectives through alignment on tool usage. Coordinated with learning and development teams to develop and improve the

content and learning management system to ensure employees are onboarded efficiently. Analyze the need of new talent, recruit competent professionals, deliver training, and onboard newly hired staff across work settings with the focus of increasing organizational performance.

Key Achievements:

- Established corporate office in APAC in close partnership with site director and increased headcount from 18 to 78.
- Accelerated the onboarding process of newly hired engineers by developing an engineering onboarding program, learning and development programs and Indeed University Program for new university grads
- Coached, hired, managed, and mentored junior program managers in Tokyo and Hyderabad
- Introduced OKR framework (object and key results) by defining and tracking objectives with respective outcomes of various business initiatives
- Managed projects to increase revenue in International Markets

Lead, Technical Program Manager – Tokyo, Japan (Expat Relocation Assignment), Oct 2017 – Oct 2018

Created hiring plans for Indeed's APAC offices as well as recruited and trained new program managers in Tokyo and Hyderabad.

Key Achievements:

- Nominated for leading the PMO growth expansion into APAC; established a program/project management presence and PMO best practices in Hyderabad and Tokyo.
- Coached, managed and mentored program managers in Tokyo and Hyderabad
- Improved velocity and quality metrics for the teams in Tokyo by uncovering operational gaps and recommended improvements for improving delivery and productivity

Program Manager, Jan 2017 – Sept 2017

Formulated and executed a well-defined project intake process to improve organizational success by capturing, evaluating, and prioritizing all proposed ideas for projects, products, and services for the PMO. Delivered training to HR business partners and coordinators on various corporate processes after the recent Workday implementation in Indeed that enhanced their operational capabilities. Maintained data integrity between Workday and other business applications by creating and implementing a comprehensive action plan and assuring compliance with organizational policies.

Key Achievement:

- Produced a standardized program and project status report template and related documentation formats that were utilized in PMO organization.
- Efficiently reorganized hiring operations among talent attraction teams, HR teams, and TA operation teams.

Apple Inc, Austin, TX

Sr. Project Manager – Content Services, Oct 2015 – Dec 2016

Partnered with product owners to generate necessary user stories to support the content migration. Bridged communication gap among content writers and content operations team for article archiving by creating and implementing a content archiving.

Key Achievement:

- Developed a repeatable process/methodology for content archiving, based on usage data and customer views metrics that applied across various product collections.
- Evaluated clients' needs and collected requirements for various channels for a content migration initiative from a legacy CMS to AEM (Adobe Experience Manager) CMS
- Led the project and migrated data/content from the legacy CMS into the new AEM CMS

Dell Inc, Austin, TX

Sr. Project Manager & Business Analyst, Nov 2014 – Oct 2015

Headed a project team of high-performing experts on the ERP application (Changepoint) upgrade to meet business requirements. Interacted with stakeholders and senior leadership to discuss current projects' status with associated risks and provided plans

Key Achievement:

- Prepared easy-to-view reports in Changepoint, ensuring PMO compliance and governance requirements.
- Elaborated project deliverables for the IT Project Management Office (PMO) to satisfy end user requirements through the successful implementation of User Acceptance Testing (UAT)

Technical Project Manager, Feb 2013 - Oct 2014

Led an Agile development team to drive traffic on dell.com through simplification of dell.com shopping and buying experience.

Key Achievement:

- Launched and delivered more than 10 releases of various performance improvements and features on the website that accounted for over \$2 billion in global online revenue and an increase of 12% of in customer satisfaction for Dell.com

Additional Experience:

Test Manager / Test Lead (06/2011 to 01/2013), **Dell Inc, Austin, TX**

MBA Program Capstone Project - Sustainability Consultant, **Circuit of the America's, Austin, Texas**

Senior QA Consultant, Consulting Client: **Direct Energy, Houston, TX**

Senior QA Consultant, Consulting Client: **Electric Reliability Council of Texas (ERCOT), Austin, TX**

Senior QA Lead, Consulting Client: **UBS Investment Bank, Stamford, CT**

Senior QA Lead / System Analyst, Consulting Client: **Lehman Brothers Inc, New York, NY**

QA Analyst, Consulting Client: **PFPC Inc, King of Prussia, PA**

Education and Credentials

Master's in Business Administration (MBA), Concentration in Finance | St. Edward's University, Austin, Texas

Bachelor of Science, Concentration in Management Information Systems & Computer Science | Indiana University of Pennsylvania – Eberly College of Business & IT (AACSB International Accreditation)

Certified Scrum Master (CSM)

Certified Scrum Product Owner (CSPO)

PMI - Agile Certified Practitioner (PMI-ACP)