

ABINAYA VELUSAMY

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NATIONALITY: SINGAPOREAN | NOTICE PERIOD: 2 WEEKS

PROFESSIONAL SUMMARY

- Senior Product, Project and Program Manager with extensive experience owning banking, fintech, and AI platform programs end to end, spanning AUD 2M-3M budgets, 45+ member teams, and releases reaching 250K+ users across Singapore and international markets.
- Skilled in Agile and hybrid delivery, program governance, and executive stakeholder communication, backed by Microsoft Azure Fundamentals certification and the NUS Future Leader Programme.
- Builds trusted relationships across culturally diverse, cross-functional teams, bringing disciplined execution, accountability, and a track record of navigating complex organisational dynamics with integrity.

AREAS OF EXPERTISE

- **IT Delivery:** Program & Project Management, Product Management, Product Roadmap Ownership, Agile & Hybrid Delivery, End-to-End Execution, Sprint Execution & Release Management, Multi-Market Program Delivery, KPI Tracking & Reporting
- **Governance & Risk:** Program Governance, Risk & Issue Management (RAID), Steering Committee Management, Budget & Resource Planning
- **Stakeholder & Leadership:** Executive Stakeholder Management, Cross-Functional Team Leadership, Executive Communication, Vendor Coordination

TECHNICAL COMPETENCIES

- **Programming Languages:** Java, Kotlin , Python
- **Cloud Platforms:** Microsoft Azure (Fundamentals), AWS
- **API & Integration:** REST APIs
- **AI & AI-Assisted Development:** ChatGPT ,Claude, Claud Code, , Codex, GitHub CoPilot, Cursor, Lovable
- **Design & Prototyping :** Figma, Fig Jam, Canva, Miro
- **Engineering:** GitHub, GitLab, VS Code, IntelliJ, Eclipse
- **Data & Reporting:** Power BI, Excel, SQL
- **Analytics:** Google Analytics, Firebase Analytics
- **Project & Collaboration Tools:** Jira, Trello, Confluence, Notion, Azure DevOps, MS Project, ServiceNow, SharePoint

PROFESSIONAL HISTORY

SENIOR PROJECT MANAGER | PURANDS

AUG 2025 – PRESENT

RESPONSIBILITIES:

- Leads a cross-functional team of 25 across product, engineering, QA, and design, applying Agile and hybrid project management to drive sprint execution and release planning for platform enhancements.
- Owns the product roadmap and end-to-end execution for an AI-driven customer engagement and retention platform serving enterprise and mid-market clients, translating roadmap priorities into shipped releases.
- Leads risk and issue management (RAID) across parallel initiatives, identifying and resolving blockers, dependency gaps, and release risks to protect execution speed, quality, and scalability.
- Applies Azure cloud knowledge to support platform planning, clarify integration requirements, and align engineering, product, client, e-commerce, and messaging-channel stakeholders.

KEY CONTRIBUTIONS & ACHIEVEMENTS:

- Drove an 18-22% engagement uplift and a 12-15% improvement in retention-campaign performance by building KPI tracking and reporting across engagement, retention, and campaign metrics.
- Shipped platform enhancements reaching 250K+ end-users through sprint execution and release planning.

- Scaled platform delivery across 6+ enterprise and mid-market clients through consistent roadmap execution.

SENIOR PROJECT MANAGEMENT CONSULTANT | EPAM

APR 2025 – AUG 2025

RESPONSIBILITIES:

- Led program governance through steering committees and executive reviews, using structured executive communication to keep senior leadership aligned on scope, milestones, risks, and decisions.
- Owned budget and resource planning for the program, coordinating 45+ resources against milestones, capacity plans, and priorities.
- Drove risk and issue management (RAID) across program milestones and dependencies, maintaining the risk log, escalation path, and decision tracker to protect schedule and scope.
- Led vendor coordination across external technology vendors, integration partners, and offshore delivery teams, aligning handoffs, issue resolution, and release readiness across business, technology, and operations stakeholders.

KEY CONTRIBUTIONS & ACHIEVEMENTS:

- Delivered an AUD 2M-3M UBS Australia integration spanning 10+ systems, 6 teams, and 45+ members within 5 months, completing on schedule with zero critical go-live blockers.
- Maintained schedule and scope integrity across 50+ milestones and dependencies through disciplined RAID tracking and escalation management.

CAREER BREAK

Nov 2023 – Aug 2025

- Prepared for MBA entrance examinations.
- Pursued a full-time MBA at Singapore Management University.

SENIOR CONSULTANT | TEMUS

JUL 2023 – OCT 2023

RESPONSIBILITIES:

- Led the migration of the BCA client's legacy systems to the ServiceNow platform, engaged as a Senior Consultant to drive requirements gathering, solution design, and phased rollout across business and technology teams.
- Led sprint execution and release planning for ServiceNow implementation workstreams, translating business requirements into configured modules and shipped releases.
- Tracked and mitigated risks, issues, and dependencies (RAID) across the legacy-to-ServiceNow migration program to protect schedule and scope.
- Coordinated cross-functional stakeholders across business, technology, and vendor teams to align on migration scope, data mapping, and cutover planning.

KEY CONTRIBUTIONS & ACHIEVEMENTS:

- Reduced scope change and scope creep by 23% by strengthening requirements governance and change-control discipline throughout the legacy-to-ServiceNow migration.

CAREER BREAK

DEC 2022 – JUL 2023

- Took a career break for personal health reasons.

AUTHORIZED OFFICER (PRODUCT OWNER) | UBS

MAY 2021 – DEC 2022

RESPONSIBILITIES:

- Implements Agile and hybrid digital banking initiatives, applying Azure cloud literacy to align technical, business, and release stakeholders.
- Leads sprint execution and release coordination for digital banking features, converting business requirements into shipped releases across agile sprints and production release cycles.
- Tracks and mitigates risks, issues, and dependencies (RAID) to protect schedule and scope.
- Delivers executive communication through governance updates, release status reporting, and risk summaries for senior stakeholders throughout each release cycle.

KEY CONTRIBUTIONS & ACHIEVEMENTS:

- Contributed to a high-performing digital banking application achieving CSAT scores above 4.5/5 and an estimated annual revenue contribution exceeding CHF 3M.

- Automated the onboarding process for applying BBS access rights for newly joined employees, cutting turnaround time from 1 day to approximately 30 minutes.
- Delivered 6+ production releases across 12+ agile sprints for digital banking initiatives reaching 20K+ users.
- Expanded scope into program governance for the Mobile Banking portfolio, coordinating delivery visibility, RAID management, dependency tracking, and stakeholder reporting across 8 agile crews.

PREVIOUS EXPERIENCE

SOFTWARE ASSOCIATE (PRODUCT OWNER) COGNIZANT	JAN 2020 – MAY 2021
SOFTWARE ASSOCIATE ASPIRE SYSTEMS, SINGAPORE	JAN 2019 – DEC 2019
SOFTWARE ENGINEER, CONTRACT NTT DATA, SINGAPORE	JAN 2017 – NOV 2018
CAREER BREAK	JUL 2014 – JAN 2017
• Took a career break for personal and family reasons.	
SYSTEM ENGINEER TATA CONSULTANCY SERVICES, INDIA	JUL 2012 – JUL 2014

PROFESSIONAL CERTIFICATIONS | COURSES | TRAINING | MEMBERSHIPS

Professional Program in Agentic AI and Application program, IIT Madras	2026
NUS Future Leader Programme, National University of Singapore	2023
Microsoft Azure Fundamentals, Microsoft	2020

AWARDS

Dean's Lister, Singapore Management University	2025
Member of Executive Leadership Committee, Singapore Management University	2025
Academic Secretary, Singapore Management University	2025
Best Innovative AI Project, Geco Asia	2025
Ace of Rookies, Cognizant	2020
Dean's Lister, Sastra University	2012

EDUCATIONAL QUALIFICATIONS

Master of Business Administration (MBA), Singapore Management University	Jan 2024 – Mar 2025
Bachelor of Technology (B.Tech), SASTRA University	Jun 2008 – Jun 2012