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AUZANI BIN ABU SEMAN

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IT Project Manager | Technical Delivery Manager | PMO Manager

Kuala Lumpur / Selangor, Malaysia

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PROFILE SUMMARY

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With 18 years of experience in IT project management, technical delivery, PMO governance, systems integration, and digital transformation across fintech, IoT, mobility, automotive services, public transport, retail, and enterprise client environments. Experienced in both vendor-side and client-side delivery, managing stakeholders, vendors, requirements, UAT, rollout, go-live, and post-deployment support across the full project lifecycle and SDLC. CTO / Head of Technology with hands-on experience delivering platform modernization, application projects, enterprise support engagements, and business-technology alignment.

CORE COMPETENCIES

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Project Management | IT Project Management | Technical Delivery | PMO Governance | Stakeholder Management | Vendor & Client Coordination | Requirements Analysis | System Integration | UAT & Production Rollout | Risk & Issue Management | Go-Live & Hypercare Support

KEY ACHIEVEMENTS

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[01] Led Bateriku platform modernization initiatives by transforming rigid monolithic systems into scalable multi-tenant platforms supporting multi-channel sales integration, multi-vendor service provider delivery, and centralized website backend management.

[02] Managed vendor-side application project delivery for enterprise clients including PLUS Malaysia Berhad and LHDNM, covering maintenance support, system integration, system enhancement, mobile app enhancement, OutSystems platform support, licensing, disaster recovery, preventive maintenance, platform upgrade, reporting, and client sign-off coordination.

[03] Delivered PLUS PRIME x MHROADS / MIROS integration through URSS, development, UAT, pilot, and performance closure, reducing manual process dependency between PLUS Ronda / PRIME and MHROADS / MIROS.

[04] Delivered TNG RFID backend modernization by replacing legacy vendor-built monolithic backend with in-house microservices-based platform, improving scalability and enabling approximately RM3 million annual OPEX savings.

[05] Delivered MY Rapid Migration initiative involving Card Initializer Machines, TNG POS, and LRT/MRT AFC ecosystems, enabling migration of approximately 1.22 million RapidKL cards into Touch 'n Go-based cards across B2C channels.

[06] Led delivery of TNG PayDirect, enabling account-based TNG eWallet transactions for TNG cards across multiple highway concessionaires including GCE, AKLEH, NPE, Besraya, JKSB, and BORR.

[07] Managed implementation of TNG x RapidKL My50/My100 government initiative, enabling unlimited monthly transit passes encoded into Malaysian IC-based TNG cards with integrated dashboard and POS enhancements.

PROFESSIONAL EXPERIENCE

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BATERIKU (M) SDN. BHD. | Shah Alam, Selangor | Sep 2024 – Present

Chief Technology Officer / Sr. Manager, Head of Technology Department

Jul 2025 – Present: Chief Technology Officer

Sep 2024 – Jun 2025: Sr. Manager, Head of Technology Department

- Led Technology and Project Management functions, driving platform modernization, digital transformation, product delivery, and business-technology alignment across Bateriku's digital platforms.
- Managed cross-functional delivery involving business, product, technology, operations, finance, vendors, and external technology partners.
- Delivered platform modernization by transforming monolithic systems into scalable multi-tenant platforms supporting multi-channel sales, multi-vendor service delivery, partner integration, and centralized website backend management.

MESINIAGA DIGITAL SDN. BHD. | Subang Jaya, Selangor | Jan 2024 – Sep 2024

Application Project Manager

- Managed vendor-side project delivery of maintenance support for enterprise clients including PLUS Malaysia Berhad and LHDNM.
- Managed and delivered PLUS PRIME x MHROADS / MIROS integration, reducing manual process dependency through system-to-system integration.
- Managed LHDNM OutSystems platform support covering licensing, disaster recovery activity, preventive maintenance, incident tracking, platform upgrade coordination, and technical committee updates.
- Coordinated client stakeholders, internal delivery teams, service desk, developers, vendors, UAT, reporting, sign-off, billing milestones, and delivery follow-up.
- Maintained delivery governance through project status reporting, requirement clarification, action item tracking, risk / issue follow-up, client communication, and milestone readiness.

BATERIKU (M) SDN. BHD. | Shah Alam, Selangor | May 2021 – Dec 2023

Manager, Project Management Office / Manager, Strategy & Planning

Nov 2022 – Dec 2023: Manager, Project Management Office

May 2021 – Oct 2022: Manager, Strategy & Planning

- Established and governed project management frameworks across technology and non-technology initiatives.
- Managed strategy planning, innovation projects and partner integration coordination.
- Product and Project Manager for innovation; delivered initiatives including Roadside Assistance API Export Service, On-board Diagnostic, and Automated Warehouse MVP.
- Coordinated internal technology teams and external technology partners across functional flow definition, infrastructure setup, business rules, UI/UX prototype review, API testing, production testing, pilot monitoring, and go-live readiness.
- Supported business-technology alignment by translating operational needs into project scope, delivery priorities, system requirements, and implementation follow-up.

TOUCH 'N GO SDN. BHD. | Bangsar South, Kuala Lumpur | Nov 2015 – Apr 2021

Assistant Manager / Senior Executive, IT Project Delivery Department

Mar 2019 – Apr 2021: Assistant Manager, IT Project Manager

Nov 2015 – Feb 2019: Senior Executive, IT Project Manager

- Managed technology project delivery across Agile and Waterfall project cycles, covering facilitation, tracking, reporting, governance, stakeholder coordination, and issue escalation.
- Coordinated internal business users, technology teams, vendors, and external stakeholders to deliver payment, card, public transport, highway, POS, and backend modernization projects.
- Managed project timelines, financial tracking, project documentation, weekly / ad hoc status reporting, risk and issue follow-up, and compliance with Touch 'n Go project governance requirements.
- Maintained high-level understanding of technology solution and architecture to support project delivery, stakeholder communication, decision follow-up, and escalation.
- Delivered key initiatives including TNG RFID Backend Modernization, MY Rapid Migration, TNG PayDirect, RapidKL My50/My100, MRT Corp Park N' Ride, and 12 TNG POS enhancements.

STRATEQ GROUP | Petaling Jaya, Selangor | Jul 2008 – Nov 2015

Technical Specialist / Field Engineer

Jan 2012 – Nov 2015: Technical Specialist

Jul 2008 – Dec 2011: Field Engineer

- Supported retail automation systems for PETRONAS, Petron, Chevron / Caltex, and Shell service stations, including onsite support, preventive maintenance, commissioning, and technical issue resolution.
- Coordinated with account managers, project managers, service delivery managers, vendors, and clients for system updates, new implementations, training, and knowledge transfer.
- Prepared hard skill training modules, managed training documentation, supported ISO20K audit compliance, and performed functional testing / UAT for new systems and releases.
- Served as Technical Team Lead for Shell GST implementation across retail stations, covering testing, root cause analysis, vendor coordination, pilot, deployment updates, go-live support, and hypercare.

TOOLS & SOFTWARE

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Microsoft 365 | Microsoft Project | Jira | Postman

CERTIFICATION & TRAINING

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ITIL V3 Foundation | 2013

PMP Exam Preparation Course, 35 Contact Hours | 2019

EDUCATION

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Bachelor of Engineering (Hons.) Electrical & Electronics Engineering

Universiti Teknologi PETRONAS (UTP), Malaysia | 2007