



RITZIE

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

SENIOR BUSINESS ANALYST/SCRUM MASTER/PRODUCT OWNER

A Brown Inc. (ABCI) | February 2025 - Present (1 Year)

- Leads enterprise digital transformation initiatives by driving Agile delivery, owning product backlogs, facilitating Scrum ceremonies, coordinating cross-functional teams, and delivering SAP B1 decommissioning, HRIS implementation, CRM, and process automation projects that achieved measurable cost savings and operational efficiency

SENIOR BUSINESS ANALYST/SCRUM MASTER/PRODUCT OWNER

Interprit AU | September 2024 - December 2025 (1 Year, 4 Months)

- Managed healthcare integration projects by gathering requirements, designing RESTful APIs, coordinating technical and clinical stakeholders, ensuring compliance with healthcare data standards, and delivering real-time system integrations across hospital and aged care platforms

SENIOR BUSINESS ANALYST/SCRUM MASTER/QUALITY LEAD

Cloudmarc AU | January 2024 - December 2024 (1 Year)

- Delivered Salesforce Commerce Cloud and Trade Promotion Management projects by leading Agile delivery, managing test strategy, overseeing data migration, coordinating releases, and ensuring high-quality, defect-free system deployments

SENIOR QUALITY ANALYST/PROJECT COORDINATOR

Blazesoft (Canada) | January 2024 - December 2024 (1 Year)

- Led quality assurance and delivery coordination for regulated online gaming platforms, executing test strategies, managing release readiness, and ensuring compliance with industry standards

SENIOR BUSINESS & QUALITY ANALYST/IMPLEMENTATION LEAD

Sun Life Group of Companies | September 2023 - December 2023 (4 Months)

- Implemented insurance system enhancements by leading requirements analysis, process improvement, documentation governance, and global claims audit process optimization

SENIOR BUSINESS ANALYST/IMPLEMENTATION LEAD

Rustan's Group of Companies | January 2023 - June 2023 (6 Months)

- Delivered eCommerce and POS implementations for major retail brands by managing requirements, coordinating vendors, overseeing system rollout, and driving process improvements

SENIOR BUSINESS ANALYST/SCRUM MASTER

Land Registration Systems, Inc. (LARES - ITPI) | September 2021 - October 2022 (1 Year, 2 Months)

- Led nationwide government OSS and portal implementations by managing Agile delivery, coordinating multi-vendor teams, documenting enterprise requirements, and supporting system rollout and adoption

SCRUM MASTER/SENIOR QA ENGINEER/PROJECT COORDINATOR

Cochlear Limited (Malaysia) | September 2013 - February 2019 (5 Years, 6 Months)

- Led global eCommerce, CRM, and ERP delivery initiatives by coordinating distributed teams, managing Agile execution, driving test automation, and supporting enterprise integrations across APAC, EMEA, and the Americas

SKILLS/AREAS OF EXPERTISE

- Project & Program Management (14+ Years)
- Business Analysis
- Scrum & Agile Delivery
- Product Ownership
- QA & Test Management
- Migration Readiness & Cutover Planning
- Risk Management
- Process Mapping & Optimization
- Cross-Functional Coordination
- Structured Planning & Roadmap Management
- Technical & Functional Documentation
- Monitoring, Reporting & Governance

TECHNOLOGY

- Salesforce
- Jira
- Trello
- ClickUp
- Monday.com
- Asana
- Zoho Projects
- Microsoft Project
- Azure DevOps
- Microsoft TFS
- GanttPro
- Zendesk
- Power BI
- Tableau
- Oracle CRM
- NetSuite
- SAP CRM
- Microsoft Dynamics 365
- SoapUI
- Postman
- Microsoft Office 365

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WORK EXPERIENCE

SENIOR QA ENGINEER/PROJECT COORDINATOR

United Overseas Bank (Singapore) | April 2012 – September 2013 (1 Year, 6 Months)

- Coordinated banking system deployments and security initiatives by managing testing, release readiness, stakeholder communication, and production rollout support

SENIOR QA TEST ENGINEER/PROJECT COORDINATOR/QA AUTOMATION LEAD

SCOPE International (M) Sdn Bhd | May 2010 – April 2012 (2 Years)

- Coordinated and delivered APAC-wide banking, CRM, IVR, and cybersecurity projects by leading QA automation, cross-team integration, and business-technology alignment that improved customer self-service adoption and satisfaction.

SENIOR QA ENGINEER/PROJECT COORDINATOR

IBM Solutions Delivery Inc. | March 2009 – May 2010 (1 Year, 3 Months)

- Supported enterprise IVR and contact center implementations by coordinating requirements, managing testing phases, and aligning technical delivery with business objectives

SENIOR QA TEST ENGINEER/BUSINESS ANALYST/PROJECT COORDINATOR (FREELANCE)

Multiple Clients (WFH) | May 2019 – August 2019; January 2021 – September 2021 (1 Year, 5 Months total)

- Delivered short-term project engagements across supply chain, eCommerce, iGaming, CRM, banking, fintech, and cybersecurity by leading QA, test data management, documentation, remote support, and cross-client project coordination.

ASSOCIATE QA LEAD / SENIOR QA TEST ENGINEER

Ubisoft Entertainment Philippines | August 2019 – December 2020 (1 Year, 5 Months)

- Led and mentored game QA teams, contributed to successful AAA game releases, strengthened testing foundations, and trained the entire studio on JIRA while testing console and PC games using Unreal Engine.

SENIOR QA TEST ENGINEER/TEAM LEAD

Robert Bosch Security Solutions PTE. LTD. | February 2019 – April 2019 (3 Months)

- Implemented and automated QA processes for video and security management systems, reducing certification timelines by 50% and supporting large-scale deployments across Singapore and China.

SENIOR QA TEST ENGINEER/QA AUTOMATION/BCP COORDINATOR/TEAM LEAD

Accenture, Inc. | March 2006 – March 2009 (3 Years)

- Served as testing SME for large-scale retail, POS, logistics, and distribution systems, leading QA automation, performance testing, production support, and people engagement initiatives that improved system stability and reduced escalations.

FUNCTIONAL SUPPORT/UAT LEAD

Kingdom Builders, Inc. | March 2005 – March 2006 (1 Year)

- Acted as business representative for UAT sign-off, led functional testing for interactive TV and embedded systems, and significantly reduced customer-facing escalations and repair turnaround times.

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