

YE KYAW HTOO SEIN, PMP®

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Student Visa - eligible to work 25 hrs/week

PROFESSIONAL SUMMARY

IT Project Manager & Software Consultant with 15 years of experience in software development, project delivery, and IT service management. Proven success in leading cross-functional teams, delivering enterprise healthcare and insurance systems, and managing projects up to \$1.5M. Certified PMP®, PSM I, and ITIL®, skilled in Agile and Waterfall methodologies, stakeholder engagement, and enterprise system integration. Based in Auckland, NZ - open to part-time project management or consulting roles.

CORE COMPETENCIES

- Project & Delivery Management | Agile & Waterfall
- Stakeholder Engagement | Vendor & Team Leadership (up to 8 members)
- IT Service Management (Incident, Problem, SLA)
- SDLC, Business Analysis, System Integration
- Cloud & DevOps Tools (AWS, Git, Jenkins, TFS)
- Data Analytics & Reporting (Looker, Sisense, SSRS)
- Healthcare & Insurance IT Systems
- AI-Assisted Delivery & Productivity Tools

PROFESSIONAL EXPERIENCE

Income Insurance Ltd., Singapore

Assistant Manager (SE)/ Software Consultant | Aug 2022 - Mar 2026

- Acted as Delivery Manager for Java and .NET systems, overseeing bi-weekly enhancement and support releases.
- Lead team of 8 (BAs, developers, vendors) across DMS system delivery lifecycle - spanning enhancements, L1/L2 support, and release management.
- Reduced DMS backlog from 100+ overdue tickets to under 50 and improved SLA compliance to ~96% within 6 months of joining the team.
- Collaborated with IT (RPA, Infra, Systems) for solution planning, impact analysis, and cross-team execution.
- Presented new IT initiatives to senior stakeholders, securing approval for system enhancements and process improvements.

Ridik Pte. Ltd. (Deployed to Income Insurance Ltd.), Singapore

Software Engineer / Software Consultant | Nov 2021 - Jul 2022

- Developed CRs and supported LMS (Leads Management System) and WBISAgent portal - an agent-facing reporting system for policy and commission data.
- Guided development team in implementing system changes and enhancements, supporting full QA cycle including SIT and UAT.
- Provided L1/L2 production support, troubleshooting incidents and resolving issues within SLA.

IHIS - Integrated Health Information Systems Pte. Ltd., Singapore

Assistant Lead Analyst / Associate Project Manager | Jul 2019 - Nov 2021

- Delivered multiple healthcare IT projects worth \$1.5M annually, primarily for SGH and IMH, with oversight across TTSH, NHC, Ng Teng Fong, KKH, and CGH.
- Directed management of 3 vendors (software, cabling, time attendance) covering contract negotiation, SLA compliance, and performance oversight.
- Led functional and technical troubleshooting for hospital systems, reducing vendor support turnaround time from ~5 days to 2-3 days.

- Managed associate project management responsibilities including project planning, stakeholder coordination, and delivery tracking.

Meteorite Informatics Pte. Ltd. (Deployed to Parkway Pantai Group), Singapore

Senior System Analyst / Senior Software Engineer | Sep 2018 - Jun 2019

- Led integration of Parkway Pantai's SCM clinical system data into Singapore's National Electronic Health Record (NEHR), ensuring full compliance with MOH data contribution requirements.
- Collaborated with Parkway clinical team, management, and NEHR team to develop SQL stored procedures and provide XML reporting support for accurate and compliant data submission.

R Systems Pte. Ltd. (Deployed to Income Insurance Ltd.), Singapore

Senior Software Engineer / Team Lead | Oct 2014 - Aug 2018

- Led a team of 3 engineers in delivering 10-12 releases per year for Lead Management System (LMS) and WBISAgent commission platform at Income Insurance.
- Enhanced LMS features including lead distribution, follow-up workflows, and reporting modules to improve agent productivity and sales tracking.
- Conducted feasibility analysis, QA/UAT support, and managed end-to-end production rollouts for each release cycle.

NCS Pte. Ltd., Singapore

Application Consultant | Feb 2011 - Oct 2014

- Developed Automated Pharmacy Dispensing System for SGH and NHC - recognised with the CIO Asia Award 2014.
- Designed and delivered Electronic Meal Ordering System (eMOS) rolled out across 5 public hospitals: SGH, NUH, CGH, TTSH, and FPH.
- Integrated SAP with C-IVOC (Computerised Integrated View of Customer) at Khoo Teck Puat Hospital (KTPH) - a patient management dashboard giving hospital staff a centralised view of patient profiles from admission to discharge.

EDUCATION

- MBA Candidate - Massey University Auckland, New Zealand (2026 - 2027)
- Graduate Diploma in System Analysis - NUS-ISS, Singapore (2010 - 2011)
- B.Sc. (Hons) Business Computing & IT - University of Wales (2007 - 2008)
- B.A. English - University of Distance Education, Myanmar (2001 - 2004)

CERTIFICATIONS

- PMP® - Aug 2025
- Professional Scrum Master I - Feb 2024
- ITIL® Foundation in IT Service Management - Mar 2020
- Microsoft Certified Solutions Associate (MCSA) - 2016
- Microsoft Certified Solutions Developer (MCSD) - 2014

TECHNICAL SKILLS

- AI: Claude, ChatGPT, Perplexity, GitHub Copilot
- Languages: C#, VB.Net, Java, JavaScript, SQL, PL/SQL
- Frameworks: ASP.NET, WCF, ADO.NET, J2EE
- Databases: SQL Server, Oracle, MySQL
- Tools: Git, Jenkins, AWS CodeCommit, TFS, SVN, Visual Studio
- Reporting & BI: SSRS, Crystal Reports, Looker, Sisense
- Methodologies: Agile, Scrum, Waterfall
- Domain Expertise: Insurance IT, Healthcare IT

References available upon request.