SENTHILL SUNDARAM

PMO MANAGER | GOVERNANCE, REPORTING & DELIVERY ASSURANCE

Melbourne, VIC | 0438 037 780 | senthill@senthill.com | linkedin.com/in/senthillsundaram | Australian Citizen

EXECUTIVE PROFILE

PMO manager with 25+ years of program governance, reporting and delivery assurance on large enterprise programs across telecommunications, postal, banking, aerospace and IT transformation. The common thread is reporting and controls: making sure decision-makers have an accurate view of scope, schedule, cost and risk through governance frameworks, auditing, forecasting and financial control. Deep test management background (Australia Post mPOS, telco and banking programs) and hands-on AI process automation for reporting and tracking. Certified PMP, SAFe, PSM, CISA, CGEIT and CRISC. Founder of CoopBite and active community leader in Melbourne's west.

CORE CAPABILITIES

- AI-Driven Project Scheduling & Tracking
- Business Requirements & Acceptance Criteria
- JIRA, Confluence & Delivery Tooling
- Stakeholder & Client Communication
- SDLC & Software Delivery Management
- Agile / Scrum / SAFe Facilitation
- QA, Testing & Release Governance
- Offshore / Onshore Team Coordination

PROFESSIONAL EXPERIENCE

CoopBite · Founder — *Jan 2026 – Present | Melbourne, VIC*

- Building an AI-native B2B SaaS platform as sole PM, owning full delivery lifecycle from product discovery and BRDs through sprint delivery, QA cycles and production release.
- Define and maintain product backlog, user stories and acceptance criteria using JIRA; facilitate sprint planning, reviews and retrospectives independently.
- Integrate Claude, ChatGPT and Perplexity into daily PM workflows — requirements drafting, stakeholder pack preparation, risk analysis and release communications.
- Manage API integration requirements across third-party services; coordinate with developers on integration design, test coverage and release readiness gates.
- Handle all stakeholder communications, roadmap prioritisation and go-to-market planning in a zero-overhead startup environment.

Capgemini Australia · Account Sales Support PMO Lead — *Jan 2020 – Dec 2025 | Melbourne, VIC*

- Governed delivery tracking, sprint reporting and stakeholder coordination across a portfolio of enterprise software and transformation engagements.
- Implemented JIRA-based Agile tracking across concurrent workstreams; managed sprint velocity, backlog hygiene, dependency mapping and risk registers.
- Adopted Microsoft Copilot and AI productivity tooling into daily delivery workflows, reducing manual reporting effort and improving stakeholder-pack quality.
- Coordinated onshore/offshore delivery teams across Australia and India; managed capacity planning, resource levelling and issue escalation.
- Produced BRDs, project charters, change requests and software release documentation for Salesforce, PowerApps and Azure deployments.

Capgemini Australia / Australia Post · E2E Test Manager — *Jun 2016 – Nov 2019 | Melbourne, VIC*

- Delivered end-to-end testing strategy for Australia Post's mobile POS (mPOS) platform and O365/Azure portal — hands-on SDLC engagement from design through production release.
- Managed SIT, UAT and regression cycles; owned acceptance criteria sign-off, defect triage and release readiness governance within an Agile squad.
- Led 12-person onshore/offshore test team using ALM API integrations and JIRA for automated defect reporting, test traceability and coverage tracking.
- Facilitated sprint planning, retrospectives and release readiness reviews; maintained direct stakeholder relationships with Australia Post product and business leads.

Accenture Australia · PMO Manager / Project Manager / QA Lead — *Feb 2009 – Jun 2016 | Melbourne, VIC*

- Delivered software projects across retail, financial services and government verticals — managing full SDLC from requirements gathering, BRDs and sprint management through QA and release.
- Wrote and maintained BRDs, functional specifications and UAT sign-off packs; liaised directly with business and technical stakeholders on requirements sign-off and change control.
- Led QA and test management across concurrent projects; applied ISTQB practices and automated reporting using ALM API integration and Excel VBA.

- Coordinated with Accenture's offshore development centres in India; managed schedule dependencies, defect escalation and stakeholder communications.

Accenture · PMO Lead *2007 – 2009 | India*

- Managed PMO governance for a software delivery portfolio — scheduling, resource tracking, stakeholder reporting, RAID management and delivery controls.

Accenture India / Amoeba Telecom / IsofTel · Project Coordinator / QA / Business Analyst *1999 – 2007 | India*

- Progressive delivery roles across IT services firms; built foundation skills in SDLC, requirements documentation, QA and project coordination.

TECHNOLOGY

JIRA • Confluence • Microsoft Copilot • ChatGPT • Claude • Perplexity • PowerApps • Power Automate • Salesforce • Excel VBA • ALM API • Azure DevOps • SharePoint • Microsoft Teams • Asana

EDUCATION & CERTIFICATIONS

Education: B.E. Mechanical Engineering | M.S. Software Systems | Diploma in Management

Certifications: PMP | ITIL Foundation | SAFe Agilist | PSM I | CISA | CGEIT | CRISC | ISO 9001:2000 Lead Auditor | ISTQB Foundation | Salesforce Certified Administrator