

Lashini Anpalagan

IT Project Manager | Digital Banking & Banking Technology | Agile and Waterfall Delivery

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SUMMARY

IT project delivery professional with 13+ years of experience in global banking technology at Standard Chartered. Contributed to project activities for initiatives valued at RM100K–RM250K, including the ServiceNow Data Quality Initiative and the global IT landing page, which achieved 80% global user adoption, and supported the global RM500K+ BMC Remedy-to-ServiceNow migration. Experienced in project planning and coordination, stakeholder and vendor management, governance, risk identification, UAT and go-live readiness. ITIL V3 Foundation certified, with Agile and Waterfall project management training and experience using Microsoft Project, Jira and Confluence.

EXPERIENCE

Subject Matter Expert - IT Operations & Service Delivery

Apr 2023 to Present

Standard Chartered Malaysia (SCB), Kuala Lumpur

- Led the ITSM Knowledge Management Framework in ServiceNow for a global operations team of 30, overseeing knowledge content, documentation and governance to ensure accurate, up-to-date information and user-friendly, step-by-step self-service guides.
- Reduced support demand by 30% by enabling users to resolve issues independently without contacting the Service Desk or logging incident tickets, with an estimated project value of RM150,000.
- Collaborated with stakeholders to implement continuous service improvements, maintain alignment with organisational policies and audit requirements, and support consistent adoption of updated knowledge content.
- Reviewed knowledge gaps and documentation quality, identifying opportunities to improve knowledge accessibility, self-service capabilities and operational workflows.

KEY PROJECTS

ITSM Knowledge Management Framework

Client: Standard Chartered Malaysia (SCB) | Duration: Apr 2023 - Sep 2025 | Team: 30 (global) | Project Role:

Knowledge Management & Governance Lead

Estimated project value: RM150,000

Outcome: Reduced support demand by 30% through improved self-service knowledge and documentation.

Technical Specialist - End User Services

Apr 2017 to Mar 2023

Standard Chartered Malaysia (SCB), Kuala Lumpur

- Owned the ServiceNow Data Quality Initiative, coordinating delivery activities across a core project team of 5 and a wider team of 30 across Kuala Lumpur and Chennai.
- Led weekly governance reviews with cross-functional managers, identified data risks, coordinated platform enhancements with the ServiceNow vendor and stakeholders, and supported production readiness through stakeholder communication and status reporting.
- Supported the global BMC Remedy to ServiceNow migration, coordinating UAT, test cycles, data validation, go-live readiness and reporting with the ServiceNow vendor and project stakeholders. Acted as a Train-the-Trainer, coaching team members on the new platform to support adoption and transition.
- Coordinated Microsoft 365 and Windows OS upgrade rollouts across Malaysia and Singapore, supporting users through on-site and virtual assistance, tracking rollout progress and adjusting schedules around technical blockers to support completion.
- Served as ServiceNow Technical SME, liaising with stakeholders on platform enhancements and production readiness, and translating technical changes into business-ready communications and status reporting.
- Escalated and reported on critical outages with Major Incident Management teams, performing root cause analysis and providing management with resolution updates to support SLA commitments.

- Designed and delivered a structured technical onboarding programme, reducing operational errors by 85% through improved knowledge transfer and coaching.

KEY PROJECTS

ServiceNow Data Quality Initiative

Client: Standard Chartered Malaysia (SCB) | Duration: Jan 2022 - Mar 2023 | Core Team: 5 | Wider Team 30 across Kuala Lumpur and Chennai

Project Role: Data Quality Lead - Service Desk

Estimated project value: RM100K - RM200K

Outcome: Achieved a 70% improvement in ticket accuracy and operational efficiency through data quality reviews, governance and platform enhancements.

BMC Remedy to ServiceNow Migration

Client: Standard Chartered Malaysia (SCB) | Duration: 6 months | Scope: Global | Vendor: ServiceNow

Project Role: UAT, Testing, Data Validation, Go-Live Readiness & Train-the-Trainer Support

Estimated project value: RM500K - RM600K

Outcome: Supported the global BMC Remedy-to-ServiceNow migration through UAT, testing, data validation, go-live readiness and Train-the-Trainer support.

Microsoft 365 and Windows OS Upgrades

Client: Standard Chartered Malaysia (SCB) | Duration: 3 months | Locations: Malaysia and Singapore

Project Role: Upgrade Rollout Coordination, On-site and Virtual Support, Progress Reporting

Outcome: Successfully completed the upgrade rollout for users in Malaysia and Singapore.

Senior Analyst / Team Leader - IT Operations

Sep 2013 to Mar 2017

Standard Chartered Malaysia (SCB), Kuala Lumpur

- Led design, content, knowledge and training for the Service Desk on the Bridge global IT landing page (7 months, team of 8, estimated RM200K to RM250K), reaching 80% global user adoption and winning the Project Excellence Award.
- Managed daily service desk operations against banking KPIs, SLAs and service standards, compiling performance reports for management and ensuring compliance with organisational procedures.
- Liaised with infrastructure teams and stakeholders to coordinate technical activities, resolve delivery challenges and support project implementations.
- Drove continuous service improvement initiatives to streamline workflows and address recurring issues before they escalated.
- Led and coached service desk analysts through regular team meetings, addressing operational challenges and driving performance and service quality.
- Achieved the department's highest first-level ticket resolution rate (75%) across multiple consecutive months, earning the Hawkeye Award.
- Received the Iron Man Award for outstanding team leadership and sustained service excellence.

KEY PROJECTS

Service Desk on the Bridge - SCB Global IT Landing Page

Client: Standard Chartered Malaysia (SCB) | Duration: 7 months (Jun 2016 - Dec 2016) | Team: 8 members | Project role: Design, Content, Knowledge & Training Lead

Estimated project value: RM200K - RM250K

Outcome: Achieved 80% global user adoption and received the Project Excellence Award

IT Analyst

Sep 2012 to Aug 2013

Standard Chartered Malaysia

Graduate Trainee

May 2012 to Aug 2012

Selangor Human Resource Development Centre

SKILLS

Project Delivery: IT project delivery support, project planning and scheduling, Agile and Waterfall, SDLC, UAT and go-live readiness, scope and change control, RAID tracking, status reporting and dashboards.

Governance and Vendors: Project governance, IT audit and compliance, stakeholder management, cross-functional coordination, risk and issue management, change management, vendor coordination, SLA monitoring.

Tools: Jira, Confluence, Microsoft Project, ServiceNow, SharePoint Online

CERTIFICATIONS

- PMI Kickoff - Predictive & Agile Project Management, Project Management Institute (PMI), 2026
- Professional Project Management Skills Certification, CCSD, 2026
- Agile Project Management with Jira Cloud - Projects, Boards, and Issues, 2026
- ITIL V3 Foundation, Pink Elephant, 2017
- Atlassian IT Service Management (ITSM) Professional Certificate, Atlassian, 2026
- Graduate Technologist (IT), Malaysia Board of Technologists (MBOT), 2026
- Enterprise Design Thinking Practitioner, IBM, 2026
- Lean Six Sigma White Belt Certification, CSSC, 2026
- Nexthink Professional - Digital Employee Experience (DEX), Nexthink, 2025
- AI for MY Future - Microsoft AI Fluency Certification, Microsoft, 2026
- Generative AI Career Essentials, LinkedIn Learning, 2026

EDUCATION

Bachelor of Business (Hons) in E-Business Technology Management, Liverpool John Moores University (2012)

Diploma in Business Information Technology, YPC International College (2009)

LANGUAGES

- English (Fluent)
- Mandarin (Fluent)
- Malay (Fluent)
- Tamil (Fluent)

AWARDS & RECOGNITION

- 2013 - Iron Man Award: Outstanding team leadership.
- 2013 - Hawkeye Award: Achieved the highest ticket resolution rate of 75% across multiple months.
- 2013 - Team Leader Promotion: Selected by senior management within one year.
- 2016 - Project Excellence Award: Recognised for delivery of the global IT landing page.
- 2017 - Head of Technology Recognition: Recognised for teamwork and collaboration on the global IT landing page.
- 2017 - Outstanding Performer (Q3): Recognised for outstanding performance.
- 2017 - End User Service Award: Recognised for contributions to the Office 365 migration project.
- 2017 - Long Service Award: Recognised for five years of service at Standard Chartered.
- 2022 - Technology Newsletter Feature: Featured for mentoring initiatives.
- 2022 - Long Service Award: Recognised for ten years of service at Standard Chartered.