Jonathan Ryan Richard

SENIOR PROJECT MANAGEMENT OFFICE EXECUTIVE

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PROFESSIONAL SUMMARY

Senior PMO Executive with over two years of experience building and running project management offices in a fast-paced fintech environment. Comfortable owning the full PMO lifecycle from setting up standards and workflows to designing dashboards that give leadership real visibility into project health. Known for keeping multiple projects on track while making sure governance and compliance requirements are never an afterthought. Works well as the bridge between senior stakeholders and ground-level teams, and brings a genuine interest in using digital tools to cut out manual work and improve the way teams operate.

PROFESSIONAL EXPERIENCE

Senior Project Management Office Executive, Hitachi eBworx

Sep 2023 to Present

- Built and maintained PMO dashboards that tracked KPI performance across more than 100 staff, giving department heads a clear and consistent view of milestones, team output, and project delivery timelines.
- Designed an interactive analytics dashboard that brought together revenue, headcount, and resource metrics in one place, complete with simulation capabilities. Cut manual analysis time by 50% and gave stakeholders faster access to the numbers they actually needed.
- Standardised PMO workflows and quality reporting by aligning the team with TMMi Level 5 standards. This work reduced production defects by 10% and created a more consistent approach to project governance across all teams.
- Oversaw multiple concurrent projects by running resource optimisation analyses that surfaced overlaps and gaps in team allocation, resulting in a 5% reduction in manpower costs.
- Led internal audits to verify compliance with governance frameworks and regulatory requirements, achieving a 100% compliance record and keeping the division consistently audit-ready.
- Served as the main liaison between project managers, business consultants, technical teams, and senior leadership including EXCO, producing client-facing BAU updates and progress reports that kept everyone aligned.
- Ran a pilot audit programme in a newly established division, creating the foundation for project execution visibility and governance standards. Presented findings directly to EXCO and senior project managers.
- Conducted billable ratio analysis across project teams and turned the findings into concrete recommendations that improved billable headcount allocation by 15%.
- Proposed a new KPI framework that measured production defects against historical baselines instead of SLA targets alone. Management adopted it as the new standard for evaluating project quality.

Social Media Manager, Pejabat Ahli Parlimen Klang

Jul 2022 to Aug 2022

- Managed social media platforms for a Member of Parliament and grew the audience to 3,000 followers with content that reached over 6,000 shares.
- Supported event management across photography, videography, and administration, contributing to smooth event execution.

Data Pipeline Intern, Telekom Malaysia R&D

May 2022 to Jul 2022

- Built data pipelines using Apache Airflow, taking ownership of design, scheduling, and monitoring from end to end.
- Gained firsthand exposure to data processing workflows within one of Malaysia's largest corporate environments, reinforcing an understanding of local regulatory and operational norms.

CORE COMPETENCIES

- PMO Standards and Governance
- Project Milestone and Deadline Tracking
- KPI Dashboard Design and Reporting
- Stakeholder and Cross-border Liaison
- Process Improvement and Digitisation
- Resource Optimisation and Analysis
- Risk Assessment and Mitigation
- Data Analysis and Reporting
- Strategic Planning

EDUCATION

Bachelor in Information Technology (Hons), Business Information and Analytics

Multimedia University, Apr 2020 to Aug 2023

CGPA 3.77, First Class Honours. Final Year Project: Data Analysis on Electoral Polls in collaboration with Telekom Malaysia R&D.

Foundation in Information Technology

Taylor's College, Jan 2019 to Jan 2020

CGPA 3.80, completed with High Distinction.

Sijil Pelajaran Malaysia (SPM)

SMK La Salle Klang, Jan 2017 to Dec 2018

Results: 2A+, 5A, 2A.

CERTIFICATIONS

- Google Project Management Certificate · Google, 2025
- Fundamentals of Agile Project Management · Chamber Skills Sdn. Bhd., 2024
- Microsoft Excel Advanced Level · Ted Learning Sdn. Bhd., 2024
- Handling Sales Objection and Negotiation · Atcen, 2025