

MANUEL RE

Programme Manager | Senior Project Manager | IT & Application Delivery Lead

Sydney, NSW | +61 420 255 995 | manuelrepersonal@gmail.com | [linkedin.com/in/m-re](https://www.linkedin.com/in/m-re)

PROFESSIONAL SUMMARY

Strategic and technical AI-First Programme & Project Manager with over 15 years of experience leading complex ERP, CRM, and Cloud Migrations for enterprise organizations. Expert in bridging the gap between technical innovation and business goals, leveraging a "Triple Threat" background in AI Mastery (OpenAI, Google Gemini, Microsoft Copilot), Structural Governance (AI-Enabled PMO, PRINCE2), and People Leadership. Proven track record of enabling project delivery through Agentic AI, automation, and process optimization, delivering multi-million dollar digital transformations and implementing cutting-edge AI frameworks to drive measurable business value.

CORE TECHNICAL COMPETENCIES

Domain	Key Skills & Technologies
Programme & Project Management	PMO Setup & Leadership, SDLC Optimisation, Agile/Scrum, Hybrid, Waterfall, PRINCE2, Vendor Management, Budgeting (Capex/Opex), Stakeholder Management.
ERP, CRM & CMS Systems	Dynamics 365 (F&O, CE), SAP S/4HANA, NetSuite, Salesforce, Adobe Experience Manager, Kentico, Sitecore, System Integration, Legacy Migration.
Cloud & Infrastructure	Azure Cloud Migration, Microsoft Fabric, Data Lakes, SharePoint Online Migration, Cybersecurity Compliance, SaaS/PaaS Implementation.
AI & Automation	Microsoft Copilot Implementation, Agentic AI, AI-Assisted Development, Power Platform (Power BI, Power Automate), Generative AI Strategy. Open AI codex. Google AI ecosystem.
Data & Analytics	Business Intelligence (BI), Data Warehousing, Dashboarding, Data Governance, KPI Tracking.

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PROFESSIONAL EXPERIENCE

REVOLUTION SOFTWARE SERVICE (TMCA Company) | Sydney, NSW

PMO Manager (Contract) | Jul 2025 – Present

Successfully established the PMO function from the ground up, overseeing the governance and delivery of key technology initiatives including ERP enhancements and software delivery lifecycle improvements.

- **SAP S/4HANA Migration:** Led the critical migration programme for TMCA, transitioning from a legacy on-premises SAP ECC environment to the cloud native **SAP S/4HANA** solution. Managed the full migration lifecycle, ensuring data integrity and minimal disruption to business operations.
- **PMO Strategy & Governance:** Designed and implemented a scalable PMO framework, standardising delivery protocols across the organisation. Reduced project delivery cycle time by **30% within the first six months** by optimising the SDLC.
- **ERP & Portfolio Management:** Oversee the portfolio planning and prioritisation for revenue-generating programmes, ensuring alignment with enterprise ERP and CRM roadmaps.
- **Data-Driven Reporting:** Transformed executive reporting by replacing manual updates with real-time **Microsoft Power BI dashboards**, providing the C-suite with instant visibility into project health, resource utilisation, and risks.
- **Leadership & Collaboration:** Drive cross-functional collaboration between product, operations, and development teams to deliver the **TUNE/TUNZ** (DMS exclusive for Toyota AU/NZ) product improvements.

365 MECHANIX | Sydney, NSW

Senior Programme Manager (Contract) | Jul 2024 – Jun 2025

Led high-stakes digital modernisation programmes, focusing on Cloud Migration and AI implementation to transform customer contact centres.

- **NetSuite ERP Implementation:** Partnered with technical principals and developers to deliver complex **NetSuite** implementations for Manufacturing and large Retail clients. Successfully managed the integration of **3PL (Third-Party Logistics)** systems, optimising supply chain data flow.
- **AI & Cloud Implementation:** Directed the end-to-end implementation of **Microsoft Copilot** and **Dynamics 365 Customer Service** for major banking clients (Bankwest and CBA), achieving go-live **6 months ahead of schedule**.

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- **Migration Management:** Managed a complex **SharePoint Online migration**, moving massive volumes of legacy data and content while integrating Copilot for AI-assisted knowledge retrieval.
- **Cybersecurity & Compliance:** Partnered with Product Owners to ensure all AI models and cloud workflows strictly adhered to enterprise cybersecurity standards and data governance policies.
- **Stakeholder Management:** Led cross-functional teams of consultants, Business Analysts, and developers, ensuring alignment on scope, budget, and strategic goals for **Agentic AI** deployments.

BUSINESS NSW | Sydney, NSW

General Manager (Head of Projects & Digital Experience Design) | Jan 2021 – May 2024

Directed a A\$7.5M digital programme portfolio, acting as the primary lead for Enterprise IT Strategy, ERP transformation, and Application Management.

- **ERP & CRM Transformation:** Managed the organisational **ERP transformation** and a A\$1 million redesign of *Skillsroad.com.au*, integrating **Adobe Experience Manager with Dynamics 365**, which increased lead generation by **40%**.
- **Cloud Migration Strategy:** Spearheaded organisation-wide **Azure cloud migrations**, moving on-premises infrastructure to cloud-native solutions, reducing infrastructure costs by 40% and improving uptime.
- **Data Warehousing & AI:** Directed data warehousing initiatives, including the adoption of **Microsoft Fabric** and Data Lake, enabling advanced analytics and executive decision-making via Power BI.
- **Process Automation:** Championed the use of **Power Automate** and AI integrations to modernise internal workflows, significantly reducing manual administrative effort.
- **IT Service Management (ITSM):** Established **ITIL-based service management** processes, ensuring rigorous adherence to SLAs and KPIs across internal support and cloud services.
- **Team Leadership:** Built and mentored a high-performing, cross-functional IT team, overseeing delivery, support, and innovation.

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LUMINARY | Sydney, NSW

Senior Programme Manager | Sep 2019 – Dec 2020

Managed end-to-end digital transformation projects for high-profile non-profit and commercial clients.

- **Application Delivery:** Delivered complex **Kentico** and **Dynamics 365** implementations for clients including UNICEF, EISS, and The Fred Hollows Foundation.
- **Crisis Management:** Provided critical operational leadership during the COVID-19 pandemic, rapidly establishing remote project governance frameworks to ensure business continuity.
- **Agile Transformation:** Facilitated Agile workshops and coached client teams on hybrid methodologies to improve delivery velocity and adaptability.

AUSTRALIAN COMPUTER SOCIETY | Sydney, NSW

Head of Product Engineering & Innovation | Jan 2015 – Aug 2019

Oversaw Product Engineering and IT Operations, leading major software migrations and stack modernisations.

- **Stack Revitalisation:** Revitalised a struggling **A\$4 million Adobe Marketing Stack** implementation, successfully pivoting to a multi-channel digital solution integrating **Salesforce**, **IDM**, and microservices.
- **IT Operations Management:** Oversaw end-to-end IT service operations, implementing **ITIL frameworks** to streamline incident management and improve resolution times.
- **Cloud & Security:** Led the organisation's cloud-migration strategy and cybersecurity compliance efforts, ensuring secure handling of member data and adherence to data retention policies.

EDUCATION & CERTIFICATIONS

- **Cybersecurity Bootcamp** | University of Sydney (2023)
- **Diploma of Professional Coaching** | AIPC (2022)
- **PRINCE2 Foundation & Practitioner** | PM-Partners (2020)
- **Diploma of Computer Science** | ITIS Ascanio Sobrero, Italy (1996)