POR Sovan

Head IT PMO @ B I C B A N K C A M B O D I A | M B A , A G I L E P R O J E C T M A N A G E M E N T , D I G I T A L B A N K I N G and IT

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Profile

Dynamic Head of IT PMO with over 10 years of experience in digital banking, IT, and Fin-tech, driving innovation and delivering impactful projects.

Proven expertise in managing cross-functional teams and utilizing Agile methodologies to enhance project outcomes and customer satisfaction. Demonstrated ability in project management, business analysis, and application development, ensuring alignment with strategic goals.

Skilled in fostering collaboration among stakeholders and implementing quality assurance measures to elevate product standards. A results-oriented leader committed to advancing digital banking initiatives and achieving operational excellence.

Employment History

Head, IT PMO @BIC BANK

January 2024 — Present

- Lead roadmap for IT division projects.
- Manage cross-functional teams to ensure timely project delivery and successful product launches.
- Define project scope, develop progress reports, and implement quality measurements.
- Foster collaboration between stakeholders to enhance customer satisfaction and engagement.
- Utilize Agile methodologies to streamline processes and improve project outcomes.
- Developing and delivering progress reports, proposals, and requirements documentation
- Engaging with vendors
- Scheduling stakeholder meetings and facilitating communication
- Collaborating with the project team to ensure consistent project execution

Senior Manager, PMO and BST, BIC BANK

February 2022 — December 2024

1. Project Management Office (PMO)
   - Defining project scope, goals, and deliverables while identifying resources to support business goals
   - Developing and delivering progress reports, proposals, and requirements documentation
   - Engaging with vendors and supporting the UX/UI team
   - Scheduling stakeholder meetings and facilitating communication
   - Collaborating with the project team to ensure consistent project execution
2. Quality Assurance
   - Creating quality measurements to track the improvement of banking products
   - Developing User Acceptance Testing (UAT) cases and conducting testing - Ensuring that projects meet customer expectations and demands
   - Developing quality assurance standards and company processes

Skills

Attention to Detail

Project Management Skills

Agile and Scrum

Business Analysis

Ability to Work Under Pressure

Hobbies

Trekking, Cycling, Research new trend, Read news related technologies and business

Languages

Khmer

English

Achievement

- New BIC Mobile Version 3
- Corporate Banking Platform
- Digital Account Opening with eKYC
- Payment Gateway - One-Windows Service and KESS Innovation
- Cross Border Payment with ThaiQR and VietQR
- NBC project (Bakong, CIFTP, and CSS)
- Implementation MVP of Salesforce CRM for Retail Banking
- BEP (Bank Employee Portal) for operation division
- Pilot Google Pay push provisioning with Mastercard
- AWS Clould Projects

Product Owner, Digital Banking, Vattanac Bank (1Year 6 Months)

June 2020 — January 2022

Responsibilities

- Manage, allocate and assist on tasks for PO, QA, and Digital support team members.
- Create and manage a user-focused product road map, make strategic adjustments as needed based on user needs, technology delivery, and corporate priority.
- Work alongside developers, designers, and testers to deliver Vattanac Mobile app, Payment Gateway, Merchant App that meets business objectives
- Represent the mobile product team in day-to-day agile scrum team meetings
- Creates user stories and acceptance criteria from prioritized features
- Plan and prioritize product backlog and development for the product
- Provide backlog management, iteration planning, and elaboration of the user stories
- Review UX/UI flow

Achievement

- Roll out CASA to Wallet and CASA to CASA through Bakong backbone
- Successful integration KHQR project(Remittance, Scan & Pay, Generate QR)
- Bill payment integration (GDT, MPWT, MLVT, PPWSA, EDC, PPSWMA, Insurance, Donation, Mobile top-up)
- NBC project (FAST, Bakong)
- International Remittance with EMQ
- Instant Account Opening with eKYC

Assistant Head of IT Development, Truemoney Cambodia

January 2018 — May 2020

- Develop, manage and prepare the best software development team, QA, and DevOps team.
- Prepare life cycle for different projects inclusive of research, development, design, evaluation, testing along delivery to product management.
- Perform closely with Engineers, Developers, and Product Management throughout the organization to influence product development assisting or improving products.
- Supervise resource allocation to assure attainment of apt business and personnel development goals.
- Manage and execute software development projects from beginning to finish.

Software Development Manager, Truemoney Cambodia
July 2016 — December 2017

- Manage, allocate and assist on coding for Core and POS Terminal (EDC), Mobile, Web team
- Provide overall direction for establishing project requirement, priorities, and deadlines
- Define program and project delivery strategies that inform for roadmap development
- Facilitate discovery meetings, identify and prioritize initiatives and make a recommendation that considers customer goals and objectives
- Create project plans, establish roles and responsibilities within the project team
- Identify, manage, and mitigate all issues and risks to minimize impact to project scope and schedule

IT Project & Test Leader, Truemoney Cambodia
January 2016 — June 2016

- Work with our partner to help them integrate the system with our company and give advice about system process to them for work well with us.
- Work closely with top management teams such as the Commercial team, Risk/QA, and Finance team to create project plans, design process flow, find a solution and define dateline for launch project to ensure that our project is successful in the market.
- Delegate project that we define complete with top management to Project Manager who works with their internal team to implement it.

IT Developer, Truemoney Cambodia
August 2014 — January 2016

Work as IT developer at TrueMoney Cambodia using modern technology such as C Program with POS, Ruby Gateway, Web Service API with Ruby on Rails Framework, Java API with spring and Hibernate Framework, Postgresql, Reversion Control with Git, Web Service (SOAP, Restful), Erlang, RabbitMQ, Web Server with Nginx and Apache tomcat, interact with service using SSH, FTP, SCP.., and Linux System with (Ubuntu, Fedora, CentOS) for TrueMoney Cambodia and Luckydragonlotto. I have been developing programs with teams, maintaining and a backup system too.

Education

MAB in Management, National University of Management, Phnom Penh
October 2019 — September 2021

Bachelor's degree, Royal University of Phnom Penh, Phnom Penh
October 2011 — April 2015

Licenses & Certifications

Professional Scrum Master (PSM I), Scrum.org
May 2020 — Present

Professional Scrum Product Owner (PSPO I), Scrum.org
June 2022 — Present

AWS Certified Cloud Practitioner, Amazon.com
November 2022 — November 2025

Google Project Management Certificate, Google.com
August 2023 — Present

References
References available upon request