

Rinku Susan Thomas

Project Manager (Scope: Program Manager) | Cloud Transformation & Platform Governance

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Program Manager

Program Manager with **10+** years of experience leading large-scale technology programs across government, aviation, consulting, and non-profit organizations in APAC, East Asia, and the Middle East.

Rinku has led cloud modernization and platform improvement programs that generated **SGD1M+** in annual savings, reduced deployment cycles by **80%+**, improved system performance by **50%**, and reduced production incidents by **75%**.

She has managed complex programs involving engineering, infrastructure, business, and executive stakeholders, with a focus on keeping delivery on track, resolving cross-functional dependencies, and improving how programs are managed and reported.

Her work has supported platforms serving **150,000+** users and has consistently balanced modernization, operational continuity, and regulatory requirements in large public sector and aviation environments.

Core Expertise

- Cross-Functional Program Delivery, Cloud Migration (AWS, Azure), Platform Consolidation, Multi-Workstream Delivery
- Roadmap Planning, Investment Trade-offs, Budgeting, Risk Management, Executive Reporting, Stakeholder Management
- Change Management, Operational Readiness, End-User Enablement, Platform Adoption, Deployment Automation, Release Management
- UAT & Go-Live Readiness, Regulatory Compliance, Program Governance, Portfolio Management, ISO 9001:2015

Experience

Land Transport Authority (LTA), Singapore (via Tech Mahindra) | CAT 2 Cleared

Program Manager (Project Manager) | Apr 2020 – Present

Led large-scale cloud modernization and platform improvement programs across multiple government technology initiatives, working across engineering, infrastructure, and business teams in a highly regulated environment.

- Designed and implemented a portfolio governance and reporting model that gave leadership a clear view of delivery progress, dependencies, risks, and investment priorities across multiple programs, reducing reporting effort by **40%** and helping leaders make faster cross-program decisions.
- Led the migration of **10** mission-critical applications to AWS and Azure, delivering **SGD1M+** in annual savings, improving system performance by **50%**, and reducing production incidents by **75%**.
- Worked with business, finance, and technology leaders to prioritize cloud investments, resolve funding and dependency issues, and reduce decision-making time for new initiatives by **30%**.
- Developed and delivered a multi-year modernization roadmap for a platform supporting **6,000+** users, balancing business priorities, technical dependencies, and regulatory requirements while maintaining uninterrupted service delivery.

- Simplified release governance and deployment processes, reducing deployment time by **80%+** (from **3 days to 6 hours**) and lowering operating costs by approximately **SGD50K** per month.
- Led delivery across multiple government agencies for a shared platform serving **150,000+** users, increasing platform adoption by **50%** while maintaining operational continuity across a complex stakeholder environment.
- Led the development of AI-driven portfolio reporting and analytics that eliminated **40%** of manual reporting effort and gave leadership real-time visibility into program health, delivery risks, and execution progress.

The Stratch Group, Singapore

Program Manager (Business Technology Analyst + Project Manager) | Jan 2016 – Sep 2019

Led cross-border technology programs for airport surveillance and operational systems across international airports, managing delivery across engineering teams, airport operators, and regulatory stakeholders in safety-critical environments.

- Led program delivery across 10+ international airports, including Singapore, Dubai, and Hong Kong, coordinating implementation, operational readiness, and production deployment across multiple countries.
- Planned and managed production cutovers with airport operators and engineering teams, ensuring new systems were introduced without disrupting live airport operations.
- Worked closely with executive steering committees and operational leaders to manage program risks, implementation decisions, and delivery timelines across multiple concurrent projects.
- Led the rollout of automated foreign object debris detection across major airports, reducing detection time from **15 minutes** to under **5 minutes** and reducing operator staffing requirements from **100+** personnel to fewer than **20**.
- Established quality and delivery controls across international programs, maintaining **0** major findings across **6** consecutive ISO 9001:2015 audits.

Singapore Red Cross — Executive, IT Management | Jan 2014 – Oct 2015

Lumesse, Singapore — Functional Consultant Intern | Jan 2013 – Dec 2013

Certifications

- Generative AI for Leaders – Google Cloud
- AI and Machine Learning Program Foundations – IBM
- Generative AI Platform Accreditation – Databricks
- Executive Certificate in Business Leadership - Udemy

Education

Master of Business Administration (MBA)

James Cook University, Australia

Master of Information Technology (MIT)

James Cook University, Australia

Bachelor of Computer Science (Digital Systems Security)

University of Wollongong, Australia