

YUS MARCELINA

IT Project Manager | Product Manager

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Fintech-focused IT Project Manager and Product Manager with 8+ years in **technology** and **banking**. I specialize in leading **cross-functional teams** to deliver complex software products. My approach extends beyond technical execution to focus on people, fostering **collaboration** and clarity across teams. My key achievements include improving **decision-making speed** by 40% through structured communication using tools like **JIRA**, **Notion**, and **ClickUp**, and **optimizing development workflows** to reduce **delivery timelines** by 25%. My style typically a hybrid between **Agile**, **Scrum**, **Kanban**, and **Waterfall** to shorten **project cycles** by 20%-50%. I have also implemented training and documentation that increased **team productivity** by 30%.

Skills: **JIRA**, **Notion**, **Asana**, **Trello**, **Click Up**, **Figma**, **Canva**, **Excel Macro**, **Pivot**, **VLOOKUP**, **Project Management**, **Public Speaking**, **Presentation**, **Software Quality Assurance (UAT, Regression, Functional, Manual testing)**, **User Testing** and **Scenario Creation**.

EXPERIENCE

PawPaw Portal | Remote

Jun 2024 – Nov 2024

Role concluded as the non-profit organization ceased operations due to financial constraints.

Product Lead

- Redesigned and delivered high-fidelity wireframes and interactive prototypes that **improved navigation flow and increased user engagement by over 30%** post-launch.
- Led full-cycle product delivery by managing cross-functional teams across design, development, and QA, ensuring projects were completed ahead of schedule and within scope.
- Established clear communication rituals (weekly syncs, sprint reviews) that **reduced cross-team misalignment and improved decision-making speed by 40%**.

Infinity Information & Apps Dev Co., Ltd. | Cambodia

Nov 2022 – Apr 2024

Position ended due to international relocation from Cambodia.

Product Project Manager

- Built and optimized product development workflows for a financial trading app, **reducing delivery timelines by 25%** and improving overall team productivity.
- Translated user feedback into actionable insights, directly influencing product improvements that led to a **notable increase in user retention and satisfaction scores**.
- Coordinated international **cross-functional teams** across Hong Kong, Taiwan, Thailand, and Vietnam to ensure all projects were delivered on time, within budget, and met client expectations.
- Implemented **Agile** project management frameworks to handle changing priorities effectively, improving flexibility and **output consistency**.

Commonwealth Bank Indonesia | Indonesia

Mar 2018 – Dec 2019

Role concluded after a period of dedicated service to pursue a planned career break due to medical issue.

IT Project Finance (Cost Manager)

- Managed multi-million dollar IT project and BAU budgets, aligning spending with **corporate financial strategy** to maximize **ROI**.
- Automated purchase and invoice tracking systems, **reducing documentation errors by 30%** and improving approval turnaround time.

Accenture | Indonesia

Sep 2017 – Dec 2017

Short-term project-based assignment focused on delivering a specific client technology solution.

Application Development Senior Analyst (PMO)

- Delivered tailored technology solutions that met complex client requirements, **boosting client satisfaction scores by over 25%**.

- Led multiple simultaneous development streams, ensuring all milestones were met ahead of schedule and within scope.

PT Golden Energy Mines (Sinarmas Group) | Indonesia Sep 2016 – Aug 2017

Position ended due to a company-wide restructuring and shift in strategic direction.

General Management Officer (Mar 2017-Aug 2017), PMO & Change Management (Sep 2016-Mar 2017)

- Led end-to-end project lifecycle management (IT, HR and Marketing Projects), developing and managing detailed project plans that ensured **on-time, in-scope delivery** of multiple high-impact initiatives in full **compliance** with business objectives.
- Reduced **stakeholder communication** gaps between **cross-functional teams**, vendors, and senior management, reducing **project delays by 20%** through structured **change management** and detailed **project tracking**.
- Optimized business workflows with **data-driven solutions**, supporting company-wide **digitization** and **process automation** to enhance operational efficiency.
- Boosted team productivity by **30%** through hands-on **user training** and the development of clear, accessible **project documentation** and **standard operating procedures**.
- Standardized project management frameworks across departments, increasing **process efficiency** organization-wide and strengthening **PMO governance**.

Citibank | Indonesia Oct 2013 – Sep 2016

Roles were part of a third-party (BPO) contract with defined project lifecycles.

Quality Assurance (Jul 2015 -Sep 2016), Technology Specialist (Jan 2015-Jul 2015), Quality Assurance (Oct 2013-Oct 2014)

Project-in-Charge (PIC) role within a third-party contract structure.

- Led end-to-end project delivery for **branch technology** and **system migration** initiatives, coordinating **regional and local cross-functional teams** to achieve all milestones **on-time and within scope**.
- Translated **business requirements** into **user stories** and **test cases**, reducing **defects by 30%** during **UAT** and improving **system accuracy** for **teller** and **customer service modules**.
- Managed **system go-live** and **banking operations** transitions, ensuring **zero critical disruptions** and strengthening **system stability** through **host parameter optimization**.
- Automated **MIS reporting** for **cash and teller transactions**, boosting **data processing productivity** by **50%** and enhancing **data accuracy** across all **Indonesia branch** locations.
- Drove **requirements gathering** and **integration** for the **MasterCard conversion project**, facilitating **seamless system deployment** and supporting **regulatory compliance**.

DBS Bank | Indonesia Sep 2012 – Oct 2013

Fixed-term contracts concluded upon successful completion of assigned projects.

Unit Trust Service (Feb 2013 – Oct 2013), Quality Assurance Tester Internship (Sep 2012-Dec 2012)

- Managed end-to-end transaction processing for investments including **NAV calculations**, **subscriptions**, and **redemptions with 100% accuracy** and strict adherence to **banking compliance standards**.
- Streamlined data management workflows by organizing records into a **Data Warehouse**, enhancing data accessibility, audit readiness, and accelerating cross-team communication to reduce **issue resolution time by 30%**.
- Strengthened software quality and user satisfaction through improved **testing protocols** and documentation, while coordinating internal teams to ensure seamless, error-free **high-value investment operations**.

EDUCATION

Multimedia Nusantara University

2009 – 2013

Bachelor of Science (B.Sc.), Information System | GPA: 3.57/4.00