

Mr. Chen-Woo, Heng
95 Loyang Rise
Singapore 507506
9th April 2013

Dear Sir/Madam,

I am glad to be given the opportunity to introduce myself. As described in the attached resume, I have been working in IT industry for more than twenty years, holding various responsible positions. I have had extensive experiences working with leading technology vendor companies in the area of business application development, solution architecture, project management, complex proposal bid management and business engagement development. I also had four years of related working experiences in the Financial Services industry for a Securities & Investment Broker company and have gained extensive operations and support related knowledge in a high-demanding trading business environment. I am currently working with a leading technology vendor company and I am responsible for the regional network and system infrastructure operation and support.

As a senior management staff responsible for the daily operations and support of the company's time-critical IT network infrastructure and business application systems, I led the development and maintenance of the company IT infrastructure, developed strategic growth plans, managed enterprise IT policies, enforced financial institution compliance guidelines and IT Audit processes. In addition, I also played the role of technologist to evaluate technologies & services and put forward my recommendations to senior business executive team to improve the effectiveness and efficiency of business operations.

I welcome an opportunity to discuss with you in detail in the near future. I can be reached at my mobile number 9009-6699 at your convenience time.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Heng Chen-Woo', with a stylized flourish at the end.

Chen-Woo, Heng

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Mobile Phone: +65 9009 6699

RESUME

NAME :	CHEN-WOO, HENG
NATIONALITY :	SINGAPOREAN
MARITAL STATUS :	MARRIED
SEX :	MALE
HOME ADDRESS :	95 Loyang Rise
	SINGAPORE 507506
HOME TELEPHONE :	6542-4028
HOME FAX NUMBER:	6542-0709
MOBILE PHONE:	9009-6699
E-MAIL ADDRESS:	cwheng@gmail.com

PROFILE

Over twenty years of experience in IT industry, held various senior positions, charged with increased responsibility progressively over the years. A self-motivated leader and result-oriented business executive. Possess an in-depth understanding of emerging IT technologies with extensive experience in analyzing, implementing and managing large scale network and infrastructure system deployment to support and improve critical business applications, operations and execution efficiency.

Recognized for leadership in project planning, scheduling, prioritizing, contingency and risk mitigation planning, work assignments, and definition of scope for enterprise information systems projects.

KEY ACCOMPLISHMENTS

- **Management** – built and led teams of experts to achieve project goals.
- **Customer relations** – developed and maintained mutually beneficial partnerships between business and technology groups.
- **Efficiency** – realization of significant improvement on processing efficiency through in-depth performance analysis and program optimization.
- **Innovation** – designed and implemented cutting-edge solutions based on technical specifications and thorough research and testing.
- **Planning** – designed long-range strategies based on technical forecasts of industry trends.
- **Project management** – identified, allocated, and managed company resources to complete projects on time and within budget.

SUMMARY

- Strong operational capability to ensure infrastructure works in optimal fashion across the region.
- Able to have in depth technical discussions with technical teams to resolve technical and operational issues, perform root caused analysis to prevent future occurrence of similar incident.
- In depth working experience with SGX Equities trading platform and system.
- Experience in development, integration, and deployment of large-scale information systems for large corporate customers.
- Business development experience in the area of the IT managed service for desktop computing and IT operation and maintenance.
- In depth working experience in utilities computing business financial model development.
- Understanding of distributed systems concepts and technologies.
- Exposure to security and networking issues and technologies inherent in the use of the Internet in business-to-business solutions.
- Knowledgeable in Enterprise Application Interface technology.
- Knowledgeable in internetworking technologies.
- Knowledgeable in IT Security, including firewalls, virtual private network and Public Key Infrastructure.
- Knowledgeable in IBM System Network Architecture (SNA), 3270 emulation hosts connection, SDLC, APPN/APPC, and TCP/IP Network.
- Knowledgeable in Client/Server architecture, Microsoft Windows and IBM OS/2
- Knowledgeable in IBM LAN Server and NOVELL NETWARE Server.
- Experienced in PASCAL and C Programming Language. Knowledge of HTML, DHTML, JavaScript and XML.

Sept 2010 – Current	Delivery Project Executive, IBM Global Account - ASEAN IBM Singapore Pet Ltd
Nov 2006 – June 2010	Head of IT Infrastructure and Operation Kim Eng Securities Pet Ltd
Nov 2001 – Oct 2006	Business Development Manager, Technology Services Hewlett-Packard Singapore (Sales) Pet Ltd
April 2001 – Nov 2001	Chief Technology Officer, Application Development And System Integration Steenbok Pte Ltd
April 1990 - April 2001	Advisory IT Specialist IBM Singapore Pte Ltd
Sept 1985 - April 1990	System Consultant SynerCom, A Division of Unisys
June 1985 - Oct 1985	System Software Officer Defence Science Organisation

Technical Training

Enterprise Application Interface product marketing training

Oversea attachment training for eProcurement hub implementation
Silicon Valley, USA

Ariba ORMS and MarketSuite training

Supply Chain Management / e-Market Partner Sales Training

IBM e-business Sales Essential

eBx TradePlus Hosting Server Document Consolidator

Leadership In Project Management

DPE Compliance Academy – Compliance and IBM Security Processes

Customer Threat & Risk Management (part 1 & 2)

AWARDS

IBM Excellent System Engineer Award

IBM ASIA PACIFIC HUNDRED PERCENT CLUB Award

IBM AP General Manager's Win, Execute, Team Award

PROFESSIONAL EXPERIENCE

IBM Singapore Pte Ltd (09/2010 TO Current)

Delivery Project Executive, IBM Global Account - ASEAN

I am responsible for the Financial Management to meet operating plan budget and delivery cost benefit. Provide leadership and operational efficiency in network and system infrastructure support for the whole of IBM ASEAN organization, which include country of – Singapore, Malaysia, Indonesia, Thailand, Philippines and Vietnam. Operational Management including Regional Contact Center for customer service help desk, End-User desk side support, network and voice infrastructure, server storage system maintenance and support, Asset Management, Service Management - Security and Compliance to achieve audit readiness. Manage a team structure of about 100 full time resources across the region of six countries. The Annual Financial Budget Plan that I am responsible for is USD 26 Millions.

Job role encompass six major areas of responsibility:

- 1. Services Delivery Integration (Service Excellence)**
 - Integrate services for IBM Competencies to meet SLA's (Service Level Agreements) and budgets
 - Balance quality and cost in negotiating resources to deliver the solution
- 2. Matrix Management / Leadership (Coordinated IBM Team)**
 - Deal with and influence people internally in service delivery for better responsiveness
 - Emphasize positive negotiation within IBM: Competencies, PEs, Service Lines and offering
- 3. Financial management (Cost Benefit Efficiency)**
 - Analyze cost data, assess risk and make sound business decisions
- 4. Relationship (Trusted Solution Advisor)**
 - Be the Delivery representative to IBM CIO office on integration of services during transition and beyond
 - Be involved in contract solutions
 - Increase Industry knowledge for design/proposal of added or cost takeout solutions in steady state
- 5. Opportunity Identification (Business Development)**
 - Use technical knowledge to identify new opportunities for growth
 - Involve in promoting new solutions
- 6. Program Management (End to End Service Delivery Management)**
 - Balance client satisfaction and business risk in negotiations
 - Analyze cost data, assess risk and make sound business decisions
 - Utilize project/program management to lead team to achieve SLA elements

Kim Eng Securities Pte Ltd (11/2006 TO 06/2010)

Head of IT Infrastructure and Operation

Take charge of the IT department daily operation and management, responsible for the development of the department's structure, strategic growth plans, and all operational policies and procedures to support high demand business environment in a stock broking trading industry.

Responsible for corporate network and system infrastructure development, management and supervision role in enterprise data center facility management and operation. Manage enterprise IT policies and financial institution compliance guideline and IT Audit process. Assume operation responsibility of the company on-line Trading System and Risk Management system to ensure smooth function and performance of the network infrastructure and application system. Managed enterprise intranet application development and deployment support, the application development are based on Microsoft .Net framework, Sharepoint portal and SQL database engine technology.

Provide user desk support for institution and retail traders which inclusive of trading platform, financial terminal, telephony and voice recording services in a trading room environment. Handling post trade investigation due to dispute.

Develop action plan for workforce and business continuity strategy for companywide adaptation. Implement 2FA secured remote access to enable tele-working strategy to achieve workforce perform daily duty away from standard office location. Successfully enable trader to execute trade order from remote location using the industry wide GLWin trading system.

Evaluated Information Technology requirements and recommended solutions to implement Mobile Trader initiative for the company to enhance trading revenues from new source of sales channel. Assume member of task force in the CFD (Contracts For Difference) initiative and working group committee in the SGX-ES (Extended Settlement) project implementation, to ensure smooth integration to the back office function and operation.

Evaluated Cloud Computing technology and business offering from service provider like Amazon, Alatum and Savvis. Recommended in-house application team to adopt public cloud services as future application development and testing direction.

Conduct WAN topology review and consolidating network access on the two office building site locations and the hosting data center site. Implement high speed giga-wave link network to improve network access efficiency and reliability, optimize tele-communication charges and simplify network security and management control.

Regional Private VPN connectivity initiatives to implement a resiliency and secured trading network connectivity for the oversea office location at New York City, London, Hong Kong, Manila, Bangkok and Jakarta. The implementation achieve business objective and completed within allocated budget and time-line.

Hewlett-Packard Singapore (Sales) Pte Ltd (11/2001 TO 10/2006)

Services Engagement Manager, HP Services, South-East Asia

My primary role and responsibility as Bid Manager is to ensure quality submission of HP proposal and to work closely with account management team to develop proposal winning strategy. My tasks inclusive of identify technical team member, review technical solution, working closely with product development team. Analyze risk assessment and mitigation, set completion criteria, effort sizing, pricing activities to selection of sub-contractor and partner.

To name a few major and complex tender bid process and submission:

One of the ASEAN country Ministry of Foreign Affair tender for the world wide deployment and management of a new electronic document management system as part of the eGovernment initiative strategy. As a bid manager, I was responsible in coordinating the hardware, system software, network infrastructure and application development services components, to ensure the quality proposal submission. I am also responsible for pricing strategy with healthy gross margin in placed. The proposal is complex because it covers security aspects, data migration and implementation of the solution on Microsoft .Net architecture and involves liaison with multiple vendors. The total bid price of SGD 53M is submitted.

Major Telecommunication Company tender for hardware consolidation with technology refresh, system relocation services, application and data migration services. As a bid manager, I leads the execution of identifies of resource requirements, coordinates and assignment of resources to form the proposal solution team. To create proposal schedule and develop proposal outline, manage proposal production to on-time submission of proposal within a tight time scales of three weeks. To work closely with the account management team to develop proposal winning strategy. During tender clarification phase, my role is to lead and coordinate the proposal solution presentation session, follow-up plan and Q&A response. During final tender selection phase, my role is to review contract terms and conditions with HP legal advisor. The customer selected HP proposal over the other two vendors submission and awarded HP with the multiple millions dollars contract.

Assign to HP Thailand to work on Pay per use (on-demand) computing model proposal to one of the local key customer. For customer, from the cost perspective, computing resources delivered at a price based on usage. From the risk mitigation perspective, reduced risk exposure because IT vendor / financial house own the assets, sharing business risk because underutilization means savings through lower payments. From the agility perspective, IT can respond instantly to business change. From this engagement, I have gained in depth experiences in business development in the area of “on-demand” solution and utility pricing strategy.

Program Manager, The one-north cyber-infrastructure and Provision of ICT Services

The one-north tender is issued by JTC and the Agency for Science, Technology and Research's (A*STAR), to Design, Build, Own, Lease and Operate the one-north Cyber-Infrastructure and Provision of IT Services.

HP participated as a key member in the consortium to win the tender over the other two submitted consortium parties. In proposal submission stage, I assumed the role of bid manger responsible for the pricing strategy and quality submission of the HP proposal. In post-submission of tender stage, my involvement include, during the clarification phase, participated in the overall proposal solution presentation, follow-up plan and Q&A response, working closely with the solution team to develop the best and final offer. During the contract negotiation phase, participated in the executing of the Memorandum of Understanding (MOU), final review and negotiate the terms and conditions of the contract. In project execution stage, my main responsibility is to develop the desktop management services to the various research institutions of A*Star when relocating to one-north research and development park.

Project Director, HDB IT Relocation Services Project

To manage the IT Relocation services Project for Housing & Development Board of Singapore.

Build and motivate a team of 8 professional IT specialists to successfully deliver, by any measure, the largest and most complicated relocation project that HP had ever delivered. The project is well planned and executed. The relocation was so smooth and successful that there was no single minute of unplanned downtime and zero disruption to public services. Awarded with Letter of Commendation from Hewlett-Packard Services, South East Asia, for the successful completion of project, and received highly favorable feedback from the HDB management. HP was awarded the HDB Quality Award 2003 for the excellent project execution and delivery of IT relocation services to the new HDB Hub.

- Overall responsibility to manage a team of 8 project managers and 12 3rd-party vendors, which include IBM, HDS, STK, NCS, NCR. Xerox and Siemens, for the successful relocation and migration services of IT equipment, in HDB Data Center and 17 user departments, from the existing HDB premises to the new HDB center.
- IT equipment ranging from network infrastructure and equipment to support HDB intranet, internet, and VPN operation, IBM zSeries mainframe, iSeries mid-range, HP Unix server to more than 5,000 NT Servers and Client PC workstations.
- Scope inclusive of detail planning of migration strategy, risk management and developing contingency plan, produce test plans and conduct required system testing before and after the execution of the actual relocation and migration.
- The project involving more than 5 man-years of project management efforts.
- P&L responsibility for managing project revenue of S\$5.4 million.

STEENBOK PTE LTD (04/2001 TO 11/2001)

Chief Technology Officer, System Integration / Application Development

Leading a team of young creative upstart from the web and mobile technology development. Business responsibility include from custom-made software development to infrastructure maintenance outsourcing, as well as, in business development strategy.

Developed partnership agreement with leading edge technology provider in mobile wireless solution. Established as an IT implementation services partner with 724 Solution in the Wireless Internet Platform development.

IBM SINGAPORE PTE LTD (01/1990 TO 04/2001)

Advisory Solution Architect, System Integration / Application Development (1996 To 04/2001)

Major Project involvement :

- Jurong Island eProcurement Hub Initiative
Propose eProcurement marketing hub for Jurong island tenant community to participate in electronic procurement exchange.
 - Assume the job role of Integration Manager. Responsibility include identify, plan, coordinate and track the effort required for all customer and supplier integration efforts for the eProcurement hub.
 - Architect solution relating to web hosting, eMarket exchange hub technology and enterprise server to exchange hub connectivity.
 - Provide consultancy services in Enterprise Asset Management (EMA) to target tenant community.
 - Business development strategy in marketing the eProcurement exchange.

- SIA Auto Check-in And Shuttle Ticketing Machine Project
Two and half years of extensive project implementation life-cycle. From pre-sale technical marketing to post-implementation support. Complete project development cycle for Singapore Airline Self Service Check-in and Shuttle Ticketing interactive kiosk system.
 - Overall end-to-end solution design. From front-end application interfacing design to back-end TPF Departure Control System host emulation access, together with network management and monitoring for 24 hours 7 days a week access.
 - Provide quality end-user training to smoothly hand-over post-implementation technical support.
 - Good experience gain in Airline Travel Industrial business contents subject, in addition to, IT technical implementation knowledge.

- POSB internet banking IFSE pilot implementation
 - Partake understanding to IBM internet banking solution offering package IFSE.
 - Gain experience in latest technology WEB design and implementation consideration.
- National Dental Center self-service appointment kiosk project
 - System planning, interface testing and roll-out
 - Gain experience in interfacing to IBM healthcare package solution.

Solution Architect, Network Application Services (1993 To 1996)

As a Solution Architect, responsibility inclusive of advance technology deployment and implementing network multimedia technology in public access kiosk system. Job nature covers the business opportunity in the whole ASEAN region.

Additional responsibilities include, appointed as a solution team leader to in-charge the setting up of the deployment of technical resources, to best perform and fulfill the public access kiosk system business opportunity.

As a technical solution architect, key project deployment includes:

- Developed the Fine Payment (for HDB and URA parking fine) Application.
- Designed and formulated the APPC transaction program requirement between the various kiosks system and back-end AS/400 system.
- Designed multimedia front-end application authoring and application source code interfacing development.
- Managed overseas sub-contractor to ensure the delivery of applications meeting the technical specification requirement.

Other area of accomplishments:

Designed and implemented IBM Connectivity Demo Center. Set up interoperability between IBM LAN Server and Novell Netware Server.

Attained Novell Certified Netware Engineer (**CNE**) status

System Engineer, Professional Services/System Integration (1992 To 1993)

Access service business opportunities in the area of networking and end-user systems, develop the solutions, identify resources and package the service offerings to address each business opportunity. Responsibility includes:

- Network topology design
- Equipment configuration and requirement planning
- Installation schedule development
- Software requirement study
- Liaising with cabling system contractor and communication hardware device suppliers for latest hardware technology update for solution integration
- Liaising with software distributor for pricing information and offerings.

Additional responsibility in the area of IBM Information Network (IBM Value Added Network) service offering. To assist the local international firms or their agents in Singapore to fulfill their needs for international network connection.

Services delivered include configuring and customizing the IBM 3270 emulation products for SDLC, X.25 dial communications, the IBM ExpEDite/PC for IIN Information Exchange service, the IBM Personal Service/PC for IIN Mail Exchange service and the PC/Support for IIN AS/400 LEN service.

Provided post-installation hotline support to ensure customer satisfaction on IIN services.

System Engineer, Software Technical Support (1990 To 1992)

Main responsibility is to take appropriate and timely actions to resolve software defect and usage problems reported by IBM customer to Software Service Center ensuring that problems are resolved within maximum turnaround time allowed according to their severity level, to ensure good customer satisfaction level.

Significant and critical problem situations handled included:

- MAS : Nation-wide asynchronous dial-up network project
- DBS : Signature Inquiry System project

In both situations, the problems were intermittent. Significant effort had to put in to perform problem determination and diagnosis testing to isolated the problem source. As a result, the development lab confirmed the findings and fixes were applied to solve the problems.

UNISYS CORPORATION, SYNERCOM DIVISION (11/85 TO 04/ 90)

System Consultant, Open System Center (04/87 To 03/90)

Main responsibilities are providing pre-sale marketing support in the Airline and Financial line of Business and post-sale software project development. Job nature includes technical presentation, product demonstration, liaison with clients, providing technical proposal and formulating product pricing.

Analyst Programmer, Unisys Cyberware Inc. USA (11/85 To 03/87)

Recruited as a graduate trainee and sent to United States for extended software development training for a period of 16 months. Work involved in numerous database, data communications and application software development projects using PASCAL and intel 8086 Assembly Language. Major project includes Air Canada Airline Reservation System and porting Unisys micro-workstation video and keyboard management function routines to Intel based Personal Computer system.

DEFENCE SCIENCE ORGANISATION (6/85 TO 10/85)

System Software Officer, Computer Center

Job nature includes installing, maintaining and modifying standard software release for VAX 750 and ELXIS-6400 system and also conducting end user training courses. Responsible for installing and modifying File Transfer Utility between VAX 750 and ELXIS-6400 system.

EDUCATION

UNIVERSITY OF MISSISSIPPI, SCHOOL OF ENGINEERING
OXFORD, MISSISSIPPI, USA (9/82 - 5/85)

Obtained Bachelor of Science in Compute Science
Cum Laude (Honours)

Minor in Electrical Engineering

Major Grade Point Average (GPA) of 3.80 on a 4.00 scale

Overall Grade Point Average (GPA) of 3.63 on a 4.00 scale

Awarded membership in Golden Key National Honor Society,
The US National Honorary Society for engineering students with high scholastic
achievements

HONOURS

Golden Key National Honor Society

Chancellor's Honor Roll

Dean's Honor Roll

National Dean's List

NANYANG JUNIOR COLLEGE, SINGAPORE (1/78 - 12/79)

Awarded G.C.E. 'A' level certificate

RIVER VALLEY SECONDARY SCHOOL, SINGAPORE (1/74 -- 12/77)

Awarded G.C.E. 'O' level certificate