

LOW BOON KUAN

PERSONAL DATA

Contact Information : Mobile: (65) 92366280
Email : boonkuan.low@gmail.com
Language : English, Mandarin, Malay
Other Information : Ability to travel and relocate

PROFESSIONAL CAREER SUMMARY

I am a self-driven and highly motivated professional with extensive years of successful broad experience of consultative, cloud, and managed services solution selling. Highly experienced and extensive involvement in program management and delivery with an excellent in high performance team building, a strong communication and analytical skills as well as the ability to develop and inspire strong multi-cultural customer and team relations to achieve a multiple success situation. I am a process disciplined strategic partner and a tactical leader driving successful results for internal and external stakeholders.

- Planning and executing Customer Experience across the customer engagement lifecycle from landing, implementation, adoption, expansion to renewal.
- Building and driving Regional PMO to drive the Program or Project Management governance and framework
- Driving and growing the Professional Consulting Services across ASEAN
- Planning and Driving Digital Transformation, Governance and Enterprise Program Delivery Strategy
- On-boarding and driving the strategic partner programs
- Strategic Executive Stakeholders Engagement and Relationship Management
- Extensive global partner or vendor management (RFI, PM Staffing, Managed Services, Consulting Services)
- Extensive experience in Core Infrastructure, Security, Consultancy, Data Center implementation and management
- Extensive experience in Strategic Outsourcing planning and management
- Extensive experience in financial management and execution
- Extensive experience in Program Delivery Resourcing Planning and Management.
- Extensive people hiring and development
- Evangelizing the new services technology solutions to enterprise customers' or partner communities' senior executives.

CAREER HISTORY

Company: Cisco Systems (USA) Pte Ltd

Regional CX Delivery Leader, BCS Growth Acceleration

1 August 2019 – Current

- Planning, growing and accelerating Cisco Business Critical Services (BCS) with focusing on the business value realization and benefits
- Ensuring the services high adoption and timely renewal
- Transforming and increase the efficiency of the BCS delivery capabilities
- Build and manage long term predictable revenue stream with Incremental Annual Recurring Revenue (iARR) or Annual Recurring Offer (ARO)
- Increase the take up rate for the emerging services offering.
- End of end customer delivery and escalation management

Head of Customer Experience (CX) Delivery, Public Sector

1 August 2018 – 31 July 2019

- Focusing and managing the customer engagement lifecycle (Land, Use, Expand and Renew)
- Ensuring the services high adoption and timely renewal
- Building and managing long term revenue stream with Annual Recurring Revenue (ARR) or Annual Recurring Offer (ARO)
- Provide the engagement and delivery governance to minimize revenue leak
- Managing the end-to-end of the Cisco Services Portfolio; Support Services, Cloud Managed Services and Proactive Services (CX Cisco Professional Services and Support Services)
- Increase the Cisco Security Services footprint via Sell-Thru and Sell Direct model (SOC Consultancy, Security Maturity Assessment and ATA Security Managed Services)

Country Manager, Cisco Global Enterprise Services - ASEAN (SIN, PHI & ID)

1 August 2015 – 31 July 2018

- Regional Consulting Service Delivery Leader for service engagement and delivery (Singapore, Philippines and Indonesia and Global Enterprise Customer)
- Lead & champion strategic Managed Security Services Partner (MSSP) partner agreements acquisitions.
- Gathering market intelligence information and Establishing the GTM strategies with traditional Cisco Partner and elevating the partner as MSS Provider across ASEAN to increase their own competitiveness
- Leverage product and market knowledge to assist partners in sales and marketing collaterals to acquiring the new customers
- Increasing and penetrating the New Cisco Services (cloud, security and IoT)
- Coordinating the pipeline management for proper resourcing planning and forecast
- Responsible for the business profitability and predictability of revenue across all portfolios
- Collaborating and structuring services engagement
- People or Partner management and development
- Developing the new customized services with the existing product and services portfolio
- Fostering the customer relationship, experience and managing the escalation
- Strategic stakeholder engagement and management

Senior Delivery Leader, Global Enterprise Theater (Global Inbound South Asia)

1 July 2014 – 31 Dec 2015

- Service Delivery Leader for engagement and delivery (ASEAN, ANZ, India and Korea)
- Increasing and penetrating the New Cisco Services
- Responsible for the business profitability
- Collaborating and structuring the services engagement
- People management and development including resource planning and forecasting
- Developing the new customized services with the existing product and services portfolio
- Strategic stakeholder engagement and management

Senior Client Engagement Manager (ASEAN)

1 July 2012 – 30 June 2014

- Consultative solutions development for the ASEAN Global Enterprise Services (GES) and Global Service Provider (GSP)
- Prepare and negotiate the project scope of work, project plan and tracking the project execution through its life cycle. Outsourced services to drive the operational excellence and increase the project productivity, profitability, quality and customer satisfaction.
- Developing the new customized services with the existing product and services portfolio (especially in the area of MSSP and Cloud SP)
- Increasing and penetrating the New Cisco Services
- Structuring and drive the large complex services deal

Senior Program Manager (Head of PMO, ASEAN, ANZ, India and Korea)

5 March 2007 – 30 June 2012

Program & Project Management Office (PMO) lead that governing of the program or project framework.

- Act as the Program and Engagement Manager for the ASEAN, ANZ, India and Korea.
- Planning and Driving PMO Governance and Center of Excellence (Bid Management, Delivery Management, Profitability Cost and Revenue Forecasting Management, Scope Management, Sub-contractor Management, Knowledge Management, Contract Management and Risk Management)
- Planning and driving PMO resourcing framework in forecasting and allocation prior the project booking or kick-off.
- PMO resource career development planning and execution.
- Plan and Prepare the optimal Program Communication Plan for the information flow across the internal and external program stakeholders
- Planning, creating and governing the PMO process and best practice/ collateral that share across globally.

Major Achievements

- Enabling the Cyber SOC and Threat Hunting capabilities for the federal government within the ASEAN countries.
- Enabling the Managed Security Services Program (MSSP) partnership in ASEAN
- Citibank Inc – Collaboration services consolidation and network modernization across APAC
- Singapore Exchange (SGX) –New State of Art Campus Planning and Design across multi-architecture (Enterprise wired and wireless network, data center security and unified communication networks)
- Singtel Hosted Collaboration Solutions (HCS - Cloud) that expanding the new portfolio and offering the cloud communication solutions to their enterprise customer.
- PT First Media (PT Sitra), Indonesia – Indonesia Greater Jakarta 1st Greenfield Wimax Design and Deployment for First Media Group
 - Governing the Interoperability Testing among the Huawei Base Station, Alvarion Base Station, OSS, BSS, AAA and Cisco CSN & ASN Network. Customer is targeting to achieve the 150,000 subscribers on 1st year and achieve on 3rd year by 500,000 subscribers.
- YTL Communications – Malaysia 1st Wimax Operator Design, Build and Operate
 - Managing the Greenfield Wimax Operator design (Data Center and Base Station) and Planning. Collaborating and Promoting the competitive plan

compare with 3G and Other Wimax operator. The YES Wimax operator has chalked up 100,000 subscribers since the launch on Oct 2010.

- Singapore IDA - iN2015 NGNBN OpCO (Cisco and ZTE Consortium)
 - Managing and executing governance for the program bid proposal. Led the consortium to perform the interoperability testing with the ZTE GPON devices during the bid evaluation.
- Singapore IDA - iN2015 NGNBN OpCO (Cisco and Axia Netmedia Consortium)
 - Bid management that led the governance of the bidding process. Identifying the resources needed and enforcing the processes during the bid to meet the stringent requirement and timeline which involve cross functional teams.

Company: DHL Exel Supply Chain Singapore Pte Ltd

Regional Manager, Network Management (APAC) – Global Service Management

1 November 2006 – 28 Feb 2007

Regional Network Manager for the DHL Exel regional networks and point of contact for the APAC logistics operating network.

- Led the virtual solutions architect team for DHL Exel APAC Data Center consolidation and business network expansion across the DHL group company.
- Led a direct team of 20 regional network specialists who maintaining the regional DHL Exel networks and 20 satellite site network specialists.
- Resource planning, forecasting and allocation.

Major Achievement

- Kick start the regional DHL Exel APAC Data Center consolidation, network expansion and DHL Exel Service Desk function program
 - Developing the resourcing plan pre and post consolidation.
 - Performing the Risk Analysis and Risk Response Management Plan
 - Developing the Details Transition Plan
 - Developing technical feasibility study

Company: DMX Technologies Ltd (Start-up)

Senior Technical Manager

1 April 2006 –30 Oct 2006

Regional technical consultant for the DMX group System Integration Service Digital Fixed Media – DFM, Digital Infrastructure Network – DIN, Digital Mobile Media – DMO), be the primary contact for the solutions design and implementation across ASEAN with the reporting of 4 technical specialist.

Major Achievement

- Conducting the first implementation rollout for the Consentry® state-of-art Network Access Control solutions across the A*Star – i2R agency that allow foreign researchers who visiting to have sanitized check below authorized access the network.
- Providing the consultation and expansion rollout for Network Wide Intrusion Management Systems (DDoS) to Starhub Internet by leveraging the Arbor® Peakflow and Cisco Guard Solutions.

Company: Hewlett-Packard Singapore (Sales) Pte Ltd
TTM Project Manager (Transition and Transformation Management)
1 Jan 2004 – 31 March 2006

Execute the transition and transformation using the HP global methodologies and processes across the HP strategic outsourcing program. The planning and execution include the human resource management, risk management, supplier management, security assessment, IT infrastructure services readiness, IT Corporate process readiness, application management readiness and handover (transition) coordination.

Major Achievements

- Program Manager (Pre and Post Sales) for the “Greenfield” planning and implementation for Mobile operator in Indonesia, PT Natrindo Telepon Sellular (NTS) in designing and implementing the Business Support System (BSS), Service Platform Network (SPN) and IT infrastructure. The program duration for 5 years which consist of 4 phases and with value estimate at USD\$ 54 million.
- Project Manager led the Project Team for SGD\$ 800K Public Utilities Board (PUB) site offices consolidation that support 2000 end users that include Alcatel and Enterasys networks. Successfully completed the migration within 4 months.
- Project Manager for the transition and transformation SGX Non-Core Infrastructure outsourcing contract. The project includes planning, streamlining and implementing the operation processes according to ITIL-IT service management (Change Management, Incident Management, Problem Management and Operation Escalation Management) to minimize the operation gap. At the same times, introducing the productivity tools such as system monitoring and reporting tools, HP Openview NNM and BMC Patrol.

Company: Toshiba Data Dynamics Pte Ltd (Start-up – Systems Integration)
Senior Systems Consultant
14 Apr 2003 – 31 Dec 2003

Technical Systems Consultant collaborates with the respective product and solutions vendors to complement the overall solutions. Building the high capable network and security deployment teams.

Major Achievements

- Project Leader and system consultant for SGD\$ 1 million National Health Group (NHG) data center consolidation project on web server and backup network, which implemented using Cisco and Sun wide range of product families. Besides, the project also involves Veritas backup solutions.

Company: Datacraft Asia Ltd (Dimension Data Group Company)
Network and Security Engineer
1 Jun 1999 – 1 Apr 2003

Development and deployment engineer that supporting Dimension Data/ Datacraft group of Global Service Operation Architecture (GSOA) center.

Major Achievements

- Project Leader for the USD\$18 million network project for State Bank of India using Cisco solutions that connected more than 500 branches across India region for duration for 18 months.

- Project Leader for the USD\$8 million network project for AXA Life Insurance, Japan using Cisco products families to migrate their existing ISDN network to MPLS network for duration 8 months to achieve OPEX reduction and maintain the high network resiliency.
- Building GSOA Center underlying architecture able support Security Operation Center for Managed Security Services
- Project Leader in setting up the regional Network Operation Centre in Datacraft Japan (USD\$1 million) and Datacraft India (USD\$500K) to offer network and application fault and performance monitoring for Dimension Data's customer.
- Project leader for the USD\$ 500K Security Operating Centre (SOC) to provide Managed Security Services (MSS)

EDUCATION

June 1999 to May 2001	University of Portsmouth Bachelor (Hons) In Computing Second Class Honours (Upper Division)
July 1996 to May 1999	Nanyang Polytechnic Diploma In Information Technology

MANAGEMENT TRAINING

1. Edward De Bono's Six Thinking Hat Course®
2. Crucial Conversation
3. THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE®
4. Basic Financial Acumen
5. Emotional Intelligence Workshop
6. Exercising Influence
7. Think on Your Feet
8. Portfolio, Programme and Project Office Guidance

PROFESSIONAL CERTIFICATION

Professional Certification Achieved

1. Certified Cloud Security Professional (CCSP) #53502
2. Certified Cisco Internetworking Expert (CCIE-Security) #63963
3. AgilePM ® Practitioner (APMG)
4. AgilePM ® Foundation (APMG)
5. Certified ITIL® v3.0 Foundation (ISEB)
6. P3O® Practitioner (APMG)
7. P3O® Foundation (APMG)
8. Certified Program Management Professional (PgMP®) #1292572
9. Certified ITIL® v2.0 Foundation (ISEB)
10. Certified ITIL® v2.0 Foundation (EXIN)
11. Certified Project Management Professional (PMP®) #325448
12. Certified Information Systems Security Professional (CISSP®) #53502
13. Certified Veritas Enterprise Sales Specialist (VESS)
14. Certified Veritas Windows Sales Specialist (VWSS)
15. Checkpoint Certified Security Expert – CCSE NG

16. Checkpoint Certified Security Administrator – CCSA NG
17. CCIE – Routing and switching Qualification Exam
18. Cisco certified Design Professional – CCDP
19. Cisco Certified Network Professional – CCNP
20. Sun Certified Network Administrator 7
21. Checkpoint Certified Security Administrator – CP2000 (CCSA®)
22. Checkpoint Certified Security Engineer – CP2000 (CCSE®)
23. Sun Certified System Administrator 7
24. Cisco certified Network Associate – WAN Switching
25. Cisco Certified Network Associate – CCNA

PROFESSIONAL MEMBERSHIP

1. Member of the Project Management Institute (PMI®)
2. Member of the Project Management Institute Singapore Chapter (SPMI®)
3. Member of the Information Systems Security Certification Consortium, Inc., (ISC)²®
4. Member of the APMG-International

REFEREES

Referees will be disclosing upon request