

PERSONAL DATA

Name : Kelvin Kok
Address : 10 Hougang Street 32 #12-21 Parc Vera S534037
DOB : 23-Dec-1976
Gender : Male
Nationality : Singaporean
Marital Status : Married
Hobbies : Go-karting, swimming, scuba diving and photography.
Contact : (Cell) +65 8121 4651
(E-Mail) kelle_vine@yahoo.com



"To secure employment with a company that will continually challenge me to use my current skills to their utmost, and encourage me to develop new skills"

To Hiring Manager,

I'm writing to you to express my interest in the SAP Security position you have open on your company website. I've been doing this for the past 13 years and been to more than 30 cycle projects and am confident that my experience and skill set would be a great match for this position.

Besides that, I have a strong knowledge of IT infrastructure and support backed by experiences I have gained over the past 12 years. In my previous positions, I managed the daily production supports, enhancement releases and SAP project implementation (> 20 offices worldwide). Not only I've met the expectations but exceeded them by completing the project earlier and able to save 10% of the allocated man hour for security tasks. I helped to achieve this by doing pro-active monitoring and planning and utilization of scripting and available tools to automate most of the manual tasks such as role creation, user maintenance and org level update so instead of 3 people work, I manage to accomplish it with 2 resources. There is more depth on my experience and skills in my resume which I would appreciate you looking over. Although I'm carrying a manager position but I'm a pretty hands-on person and require to utilize my technical skill for daily operations.

I am certain that my experience and skill set would make me a great candidate for this position as well as a great asset to your company. Please give me a call at the number above to schedule an interview at your convenience. I appreciate your consideration and look forward to hearing from you.

Sincerely,
Kelvin Kok

EDUCATION AND QUALIFICATIONS

2001 - 2002	Diploma in Computing in IT, Asia Pacific Institute of Information Technology (APIIT)
1994 - 1996	Diploma in Computer Engineering, Informatics College (Incomplete)
1993	Sijil Pelajaran Malaysia (SPM), Sekolah Menengah Datok Lokman

PROFESSIONAL CERTIFICATION

2003	Certificate of ICEC on "E-Commerce Business Strategies"
2003	Certificate on Microsoft Active Directory Workshop
2003	Certified Lotus Professional – System Administration
2004	Microsoft Certified System Engineer 2003
2006	Oracle Database 10g: Administration Workshop 1 Ed 3
2007	SAP Security & Authorization (ADM940)
2008	Secure SAP System Management (ADM950)

LANGUAGE SKILLS

- Language Spoken: English / Bahasa Malaysia / Mandarin
- Language Written: English / Bahasa Malaysia

EMPLOYMENT BACKGROUND

Sep 2010 – Present	Estee Lauder Cosmetics Pte Ltd
Nature of business:	Cosmetic
Position Held:	SAP Security Manager
Reports to:	Executive Director of Security & User Access Provisioning
Number of Subordinates:	N/A
Number of Users:	11,700 (Group)

Job Summary:

- Being the Point of Contact for SAP Security & Authorization in Asia Pacific region in term of Production Support (40%), Project Support (40%) and User Access Provisioning (20%).
- Also help oversee and backup for other region such as EMEA and US.
- Working with landscape consist of ECC, BW/BI, CRM, Fiori, SRM, SCM/APO, XI, SolMan and EP (BI Portal, SRM, BOBJ, BPC/HANA).
- Implemented and supporting 13 countries (SG, MY, ID, PH, VN, AU, NZ, TH, KR, CN, HK, TW, JP) under implementation for Group 1 (SG, MY, ID, PH, VN), Group 2 (AU, NZ, TH, KR), Group 3 (CN, HK, TW), Group 4 (JP), Group 5 (Bulgaria, Finland, Greece, Romania and Turkey) and Group 6 (India).

Note: Few countries will be implemented concurrently within one group

- Part of Global SAP Security team to identify the scope and Security approach for project implementation. Also to ensure Global standards/template is being followed.
- Perform on-site workshop for End User Mapping to the countries as part of the process to define the mappers, Subject Matter Experts and Entity Business Process Owner.
- Setup and conduct end user access mapping education and workshop prior the testing to ensure rights users receive the rights access and this will be an on-going process until Dress Rehearsal (Going through with business and respective process area (B2R, O2C, P2P, etc) to ensure each users were mapped as per their job function).
- Assisting all process teams with users training and acceptance testing and Hypercare support (after Go Live).
- Support SAP User Master Maintenance on all 10 systems and across all 80 clients.
- Manage user creation, changes, inactivation and deletions via approved non-production and production request forms across regions (maintain table USREXTID for user's SNC).
- Creations and modifications of roles and positions for all systems and clients. For mass maintenance then will be using scripting tools such as CATT/eCATT/Quick Test Pro.
- Updating OSS messages for all systems for SAP Service Marketplace support of non-production and production problems.
- Creation and registration of developers and developer keys and development objects via the SAP Service Marketplace.
- Administer the client open and modifiable for system configuration.
- Supporting all SAP Security related Production support & Enhancements with accordance to ELC Change Management Process.
- Perform CTS transport for Security related across landscape and assist on client copy/system refresh (SAP_PROF) and Enhancement Pack/Upgrades.
- Creation and provision to Basis of Secude certificates for all SAP environments on all systems (Single Sign On).
- Participated implementation of Security Weaver GRC (SAP GRC equivalent) which replaced the current paper-based request with built-in SOD analysis and user access provisioning and as well as Emergency Repair (Fire Fighter ID).

- Setup and maintain CUA for each system refresh (reconnect & verify RFC (SM59), SCUA, BD87 to ensure no failed idoc and transfer user SCUG).
- Setup and maintain Business Object/BOBJ portal (4.1 and HANA) for each system refresh – import roles, maintain group, map roles to group, map Universes to groups, verify user profile, review Access & permission for users and folders within BOBJ (CMC, InfoView, Power Builder, etc).
- Currently reviewing and implementing SAP Analytic Clouds authorization concept and role design. Target to go live next year.

Security / Compliance

- Advise and guide business users to review SoD analysis and help escalate for mitigation control.
- Cross referencing Active Directory for eligibility and the eight character user name of single-sign on.
- Monthly reporting of production user accts that is done on a monthly, quarterly basis.
- Deactivation of user accts at 90 and 180 day intervals.
- Assigning SAP positions (jobroles) to users approved by Management and team leads via non-production under CUA environment.
- SAP Production access provisioning using Secure Pro/Security Weaver (GRC equivalent tool)
- Support and maintenance of Firefighter ID under another Security Weaver module called Emergency Request (ER).
- Conducting quarterly SAP access recertification – Generate series of reports for respective Role Owner/Business Process Owner to review and certify access from SAP users currently assigned to roles owned by them. This is to avoid users having excessive or inappropriate access.
- Submission of SOX IT and internal audit to SAP to auditors.

Achievement

- Introduce following SAP automation program that greatly reduce maintenance time and increase of work efficiency if were to do manually :-
 - Long Text Program: Under PFCG, all security team will have to document their changes including TCode, objects, etc under PFCG. This program will allow the user to perform mass update to high number of roles.
 - Org Level Program: Update of Org Level value such as BUKRS, WERKS, VKORG, etc is very time consuming especially involve multiple Org Values with high number of roles. This program will update all related fields and re-generate the role after the update.
- SAP Security Handbook - Revised and unified all existing SAP Security documentation into single repository. When in doubt, all team members or even end users will refer to the documented procedures/processes.
- Office 365 (Power BI) – Create SharePoint dashboard monitoring all tickets (drawing from respective ticketing system) so the team will have better visibility of pending tickets and manager will be able to review the ticket patterns and other statistics.
- Lead and drive the new server build for SAP SLT systems (Landscape Transformation). Setting up all security parameters including RZ11, SU25, Org Level, ALE & RFC connections, CUA and as well as import, localize and adjust all SAP roles and profiles.

Non-SAP User Access Management

- Managing and supporting Okta (SSO cloud solution) user master and access provisioning for global users.
- Work with vendor (Okta) on escalation issues such as user replication and system performance.
- Supporting UAT/testing during integration project between Okta and 3rd party application.

May 2007 – Sep 2010

Nature of Business:

Novartis Corporation (M) Sdn Bhd

Pharmaceutical

Position Held:

Regional Security & Authorization Team Lead

Reports To:

SAP Head for Asia Pacific

Number of Subordinates:

3

Number of Users:

1300

Job Summary:

- Team lead for SAP Security & Authorization.
- Supporting 13 countries (31 companies) across Asia Pacific.
- Provide 2nd and 3rd level support for SAP Security.
- Managing security and authorization for R/3 & BW area.
- Setting up SAP security and maintaining the systems in term of user administration and validation status.
- Analyze business/user requirements in order to devise authorization concepts and job roles.
- Realize and implement security concepts and user/role concepts.
- Undertake and oversee validation testing.
- Provide support to project teams and users, write/direct project related documentation.
- Maintain the validation status of SAP by complying with SOX IT, Change Management and Computer System Validation (CSV) requirements.
- Maintaining MPLS connection to WAN (OneNet) with 2 Cisco 1900 routers as redundant link. Server backbone with Cisco Catalyst 3550 running on 1GB.
- Monitor and maintain Data Centre facility such as air-conditioning, SMS alert system and backup generator (Gen. Set).
- Enable user to work remotely by using Citrix Metaframe and handheld email solution via OBMG – OneBridge Mobile Groupware / Blackberry.
- To provide end-user support for hardware and software products.
- Maintain and submit SAP License to Global for budget and billing.
- Providing awareness information (training presentations and guidance to project team members, development teams, and support personnel) on SAP security policies and procedures.
- Provision of SAP technical and process training to other Level 1 support for SAP Security.

Security / Compliance

- Periodic SAP Security checklist / audit for systems in order to comply with Global policy (SECR).
- Assisting and remediation of SoD (Segregation of Duties) of business jobroles/transaction conflicts once scanned by Bizrights eCare.
- Taking charge of Security & Authorization for annual internal GQO audit.
- Submission of SOX IT under User Authentication (ITS.03.05.03 – ITS.03.05.07UA).
- Participating PWC audit for India and SAP Upgrade project related to SAP Security & Authorization.
- Have overview and basic understanding of GRC (previously Virsa), CUP and Identity Management as it is project to implement in ASPA in 2011.

Achievement

- Roll out the regional training for all countries such as Level 1 support & Authorization training.
- Team member of the CTS Log (CTS Transport Management Application) implementation member (designing roles & authorization testing).
- Project Manager for implement of e-Access (automated SAP program for User Admin) throughout Asia Pacific region.

- Implementation of Customer Satisfactory Survey via Lotus Notes for all countries. Triggered to user once a Incident/WorkOrder ticket is closed.
- Implementation of Global KPI cockpit and FIFO (First In First Out) Support Ticket Management System to ensure quality of solution delivery and increase customer satisfaction via Ms Access & Ms Excel.
- Implementation of Reset Password Program for SAP throughout Asia Pacific. Will unlock & reset user password automatically. Not applicable for users locked by System Manager.
- Documentation clean up for Job Roles and maintenance of Security Domain Handbook. Knowledgebase and library for SOPs, Concept Papers, Best Practices, etc for Security & Authorization.
- Core v8, v9 & v10 – global update (import of new objects/developments/enhancement from HQ in Basel x75 to Asia Pacific x65 stream).
- Implementation e-access, password reset, gddb validation & profile checking.
- WAN Load Balancing.
- KPI Tracker – CTS Log, Pilot SAP 7, CUA, Normalize global & regional roles.
- SAP Licensing & Measurements.
- Coordinate and support for BW server upgrade and consolidation to BI7 (Security & Authorization area).
- Assisting to review and consolidate all other regions User administration SOPs and introduce a new centralize version. This is to standardise the processes and reduce gap between regions.

Projects

- Full Cycle of Mini Project :-
 - 1 ACT (Act for Clinic Trial) – Posting of trials information from Europe to Asia Pacific countries. Limited and some customised TCodes are assign. Currently only Australia, Taiwan and India.
 - 2 Maxima – Outsource of general Finance activities to external vendor (AR, AP & GL) and all their authorization is restricted and they can't access to sensitive information such as COGS. Implemented for Korea, Australia and China and the rest is in pipeline.
 - 3 Beijing PM - Implementation of additional module (Plant Maintenance) for Novartis Beijing plant in term of Security & Authorization.
 - 4 eShop (SRM) – New SAP based procurement tool to replace existing solution like Basware. New set of AP4SAP roles were imported from Global and localise for respective countries.
 - 5 Interface with Ariba – Connectivity of Ariba with SAP and require to ensure the mandatory Master Data such as POs, Vendor, WBS, etc. As Ariba is using flat file hence several customise program were developed to import and export the information.
 - 6 SAPGUI v7.10 roll out (in conjunction of SAP Upgrade Project) – All old SAPGUI has to be replace otherwise will have issue with new ECC6. Global software push were initiated to all countries and rectifying some post installation issues.
 - 7 Malaysia Sandoz - Extension of new Business Unit (Sandoz) for Malaysia - Extension of current Finance and Logistic roles to new BU with different Organisation element such as Sales Org, Plant, Purchasing Org and etc.
- Completed four full cycle project for new company code for Security & Authorization (creation of new jobroles, testing and authorization fixes), one project to revamp the old jobroles to the new enhance and simplified set of jobroles and SAP Upgrade Project (from 4.6c to ECC6.03)
 - 1 Mountain Sandoz (CN15) – new implementation which consist of FI, CO, SD, MM & BW. Business site is at Changsu, China.

- 2 PEP India (Pharma IN01, IN10) – new implementation for India which consist about 250 users and 119 plants nationwide.
- 3 PEP India (Ciba Vision IN01, IN10) – extension of new Business Unit for their optical lenses whereby a new set of roles require to be develop due to their business size and project scope.
- 4 PEP Indonesia (Pharma, Animal Health, Consumer Health) – new Implementation for Indonesia with 3 Business Units and operational access/transaction are restricted to their BU and Finance has access for all BUs.
- 5 Revamp/reconstruct of Philippines roles (consolidation, SoD & simplified auth) – Reduce of existing 170+ roles (average 20 roles per user) become 40 roles (average 3 – 5 roles per user).
- 6 SAP P65 Orion Upgrade Project (4.6c to ECC6.03) – Technical upgrade for R/3 for whole Asia Pacific countries. Several strategies such as :-
 - Retrospective & Dual maintenance for Project and Support environment because each servers (Dev, QA & Prod) will need to be down one at a time and to ensure all solution/CTS in system are being maintain and retain properly to avoid missing or inconsistency.
 - Maintain and remediate all jobroles with new ECC objects and ensure USOBT (SU24) table are maintain and updated properly.
 - Implement several OSS to maintain some bugs such as password length/check, PFCG description area can't be maintain, SUIM role compare not working, etc.
 - Assisting Integration Manager to maintain the transport list and sequence to ensure all CTS are verified, captured and transport accordingly.
 - Lead the roll out for new SAPGUI v7.10 and ensure all users is upgraded smoothly before Go Live.
 - Coordinate and manage for Security and Authorization screening, testing and UAT performed by business users.

October 2005 – Apr 2007**Nature of Business:****Position Held:****Reports To:****Number of Subordinates:****Number of Users:****Novartis Corporation (M) Sdn Bhd****Pharmaceutical****IT Head****Country Chief Financial Officer****NIL****182****Job Summary:**

- In-house LAN administration, Ms Windows NT4/2000/2003 server, Lotus Domino server
- Maintaining MPLS connection to WAN (OneNet) with 2 Cisco 1900 routers as redundant link. Server backbone with Cisco Catalyst 3550 running on 1GB
- Managing 182 remote & office users, 205 workstations (mixture of laptop & desktop), 27 printers and 7 servers in 9 branches with just 1 person in IT Department
- Monitor and maintain Data Centre facility such as air-conditioning, SMS alert system and backup generator (Gen. Set)
- Enable user to work remotely by using Citrix Metaframe and handheld email solution via OBMG – OneBridge Mobile Groupware
- To provide end-user support for hardware and software products
- To ensure proper backup procedures is being carry out daily and corporate information being backup onto tape media on regular basis as per group standard using Veritas Backup Exec and Compaq SDLT (110/220GB*)
- To ensure that all the hardware and software's products are under IT Group specification and being well updated
- Coordinating with regional / head office on upgrading / implementing of major IT projects
- Managing IT Department budget and review quarterly
- Acquiring and maintaining a good working relationship with suppliers and internal users
- Ensuring office is fully compliant with requirements for software license
- Troubleshooting problems for remote office via emails / Sametime / Microsoft Terminal Services / Remote Assistance, phone calls or visiting if required
- Provides in-house training if required (eg. Lotus Notes, Ms Office, VPN)
- During initial stage, no server was purchase as all R & D was done using Virtual Machine (VMWare). This is to minimise the cost and reduce unnecessary investment
- Level 1 Support for Security & Basis issues for Malaysia HQ
- Supporting Regional SAP Basis Team for users accounts, printing and roles & security assignment

Achievements / Projects

- Self-written Lotus Notes based IT Ticketing System (My ITOS) to simplify, manage and provide total satisfaction for internal customers / users
- Implementation of 97 units of HP iPAQ 6515 PDAs with Echo Plus ETMS for Sales Department & PEC members
- Implementation of OneBridge Mobile Groupware (OBMG) for PDA users to push/pull emails, PIMs via GPRS. Information is encrypted and protected by using PointSec Security
- Roll out of several sales project :-
 - 1 Global Frontier Coaching Tool - To assist Front Line Managers to access and develop action plan to develop representatives' skill
 - 2 Second Line Mgr Couching Guide - To train and develop for the FLM's skills based on various focuses
- IT Health Check for Malaysia – audit and verify IT infrastructure in Malaysia office is align and comply with Novartis Global IT Standards
- ENGINE v4 Roll out for MYSA nationwide with almost 200 machines (workstation & servers)
- Assisting in rolling out local Notes databases (managing and maintenance) :-

- a) Money Train - Electronic claim system
- b) eLeave – Online leave application
- c) eProposal – Electronic procurement / proposal system

April 2004 – September 2005 **Crown Worldwide Movers Sdn Bhd**
Nature of Business: **Relocations & Record Management**
Position Held: **Network & Communications Administrator**
Reports To: **Country Manager**
Number of Subordinates: **NIL**
Number of Users: **114**

Job Summary:

Network Administration

- o In-house LAN administration, Ms Windows NT4/2000/2003 server, Lotus Domino server and Citrix Metaframe
- o To provide end-user support for hardware and software products
- o To perform computer security audit on existing LAN that will help to safe guard our corporate information. Firewall used is WatchGuard Firebox II 700 with Cisco Catalyst 3500 Smart Switch
- o To ensure proper backup procedures is being carry out daily and corporate information being backup onto tape media on regular basis as per group standard using CA ArcServe and Compaq AIT50 (100GB*) backup drive
- o To ensure that all the hardware and software's products are under IT Group specification and being well updated
- o Coordinating with regional / head office on upgrading / implementing of major IT projects
- o Controlling and coordinating office IT budget
- o Taking care of all toner and ink cartridges of printers in the office, plus IT stationeries
- o Acquiring and maintaining a good working relationship with suppliers
- o Ensuring office is fully compliant with requirements for software license
- o To ensure all Internet accounts are running smoothly by monitoring the usage of users and the accounts. Check payments to be prepared when the accounts have reached the minimum usage to avoid any interruptions
- o Troubleshooting problems for remote office via emails / Sametime / PcAnywhere, phone calls or visiting if required
- o Provides in-house training if required (eg. Lotus Notes, Ms Office, Share drives)
- o Deploying a web-based Warehouse Management System to replace current manual system. During initial stage, no server was purchase as all R & D was done using Virtual Machine (VMWare). This is to minimise the cost and reduce unnecessary investment
- o Introducing heavy duty multi-function machines (scan/print/copier/fax/doc server) to eliminate old and high maintenance cost printers and at the same time to increase the efficiency and productivity among employees

Achievements / Projects

- o To lead and setup contingency Data Entry Centre with 12 machines & data entry clerks with just 1 day when the Centre in Mumbai was forced to close down due to natural disaster
- o To introduce and migration from new BOSS Payroll software from old DOS based system. The whole implementation was late by 2 weeks but zero impact to the daily routines

Communications Administration

FAX Machine

- o Perform general troubleshooting such as cleaning of scanner & drum units, clearing paper jam, transmission problems, etc
- o Engaged contract with service agent for onsite support

PABX – Meisei key phone system

- Ensure maximum uptime of the key phone system to avoid interruption of business
- Engaged contract with service agent for onsite support

Call billing software – Speed Track

- Monitoring the system daily. Provide supports when the system has problems
- Creating new account and pin code for staffs
- Reports printing for Accounts Department if required
- Update staffs' information.

Time Attendance and Door Access system – TimePortal & xPortal by MicroEngine

- Monitoring all door access and staffs' attendance activity
- Controlling user management such as creation / deletion of users (with proximity card)

Phone cost savings plan – Maxis Voice Away

- Monitoring / focusing on company needs and expectations
- Market research on most telecommunication services provider to get the best rates and best services for company (from time to time)
- Offering huge savings of up to 50 - 70 % on IDD calls compared to Telekom
- Routine checking on the system so that it runs smoothly

Mobile phone

- Staffs' cares and supports for mobile phones and mobile lines such as:
 - New registration
 - Termination
 - Credit limit application
 - Auto direct debit / IDD roaming application & etc
 - Sim card replacement, etc
 - Authorisation letter to be issued for staffs
 - First level repairing work supports for mobile phones
 - Mobile sets, and accessories purchasing

Jan 2003 – Mar 2004	Brother International (Malaysia) Sdn Bhd
Nature of Business:	Office equipment manufacturer
Position Held:	Senior MIS Executive
Reports To:	Finance & Admin Manager
Number of Subordinates:	Nil
Number of users:	37

Job Summary:

- Maintain internal office network & systems (MIS)
- Monitor the network infrastructure security all the time (eg. Cisco 1700 router, Netscreen NS25 & 5GT firewalls, Norton AntiVirus Enterprise (managed workstations, etc)
- perform evaluation for Brother new products (both Hardware & Software)
- Providing training and pre-sales to dealers, corporate customers and government tender
- Develop in-house Help Desk program for Brother by using Ms Visual Basic and Ms Access. Basically it able to :-
 - To decode serial no to get Brother products information
 - Keep track of stock inventory, service received, call record
 - Verification of serial no and spare parts no
 - Capturing service complaints or request and escalate the call accordingly
 - Monitoring the service statistic such as call open, pending and closed
 - Entering all service job sheet into the database for management analysis
 - With internal spell checker to ensure minimum typo errors
 - Spare parts / Inventory control (Processing)
- Monitoring and administrating 25 users under Windows 2000 servers and Lotus Domino 5 & 6 environments
- Assisting Brother Japan to implement Internet VPN in Brother Malaysia
- Generating accounting reports from Accpac Server via ODBC bridging into Ms Excel spreadsheet such as Sales Statistics, Sales History and Stock Status
- Enforcing rules and regulations for all users under Information System Management System (ISMS) Act
- Initiate and applying Interactive Voice Recognition (IVR) system into company telephone system
- Implementing Palm Sales Kit to Sales & Marketing Division in order to assist them to get the most update pricing and stock value at warehouse.
- Incorporate with B2B Commerce for Carrefour online Purchase Order transaction system called Web EDI.
- Always seeking for new technology or solutions to strengthen and improve company operations