

<b>Name</b>	Chum Wing Tak, Barry ( 覃永德 )	<b>Nationality</b>	Hong Kong Chinese
<b>Languages</b>	Cantonese, English, Mandarin	<b>E-mail</b>	barrychum@gmail.com

## **SUMMARY**

- Experienced in managing distributed systems, project delivery, operations.
- Years of experience working in virtual team environment. Experience as a team leader and mentor for junior staffs. Knowledge of SDLC, ITIL, ISO27001.
- Broad technical experience as consultant, trainer, software developer, network administrator, Unix and Windows system administrator, cloud systems admin.
- Advanced script development for operation improvements.
- Enthusiastic about new and open-source technologies to improve user experience.
- Good problem analytical skills and follow-up.
- Experienced in VIP support escalations.

## **PROFESSIONAL CERTIFICATIONS & TRAINING**

2011 Diploma in Legal Studies, HKU SPACE

2008 Master of Science, Information Systems Management, City University of Hong Kong

1995 Bachelor of Science (Hons.) Information Systems, Baptist University Hong Kong

- Microsoft Certified Solutions Expert (MCSE) Productivity
- Microsoft Certified Solutions Expert (MCSE) Cloud Platform and Infrastructure
- Microsoft Certified Solutions Associate (MCSA) Windows 2012
- Project Management Professional (PMP) certification
- Certified Information Systems Security Professional (CISSP)
- BSI ISO 27001 Information Security Management System Lead Auditor Certification
- Information Technology Infrastructure Library (ITIL) Foundation Certification
- Linux Professional Institute Certificate (LPIC-1)
- Certified Cisco Network Associate (CCNA v1)

## **TECHNICAL SKILLS**

<u>Skill description</u>	<u>Proficiency</u> (1=amateur to 5=expert)
Messaging (Exchange / O365 / iPhone and iPad)	5
Script programming (PowerShell / VBscript / PHP)	5
Project management skills	4
Network infrastructure (VPN / DFS / DHCP / DNS, etc)	3
Desktop applications troubleshooting skill	3
Systems management concepts (ISO27001 / ITSM / ITIL)	3
Analytics tools (PowerBI / Excel)	3

## **WORK EXPERIENCE**

### **2016/2 – 2020/10    Manulife – End User Collaboration Services Reliability Engineer**

#### Responsibilities

- O365 service governance, SLA / OLA improvement
- Technical lead in End User Collaboration team for O365 services implementations
- Support for O365 service problem escalations including VIP user support
- Prepare service recovery documents and trainings for first-level support

#### Accomplishments

- O365 / device migration planning and support for 11 APAC countries (20k+ users)
- New O365 implementation for Myanmar office, Shanghai office.
- Improved team SLA / OLA performance.
- Email gateway migration for new data centers.
- Provided trainings to team members to improve scripting, incident handling and troubleshooting techniques.

### **2015/9 – 2016/2    Freelance Systems Consultant**

#### Accomplishments

- Implemented Zabbix system monitoring, WPA2 Enterprise WiFi security
- Installed and customized a Magento online store (PHP and MySQL)

### **2008/12 – 2015/8    Wells Fargo Bank – Senior Support Analyst**

#### Responsibilities

- Asia messaging project administrations and operation support.
- Exchange servers support, deployment and audit (300+servers/200k+users)
- Script development to streamline operations
- Create and implement Change Requests
- End user problem escalation handling

#### Accomplishments

- Exchange 2010 and Blackberry migration for 200K+ users
- Removed 4000+ distribution groups, updated credential on 300+ servers for audit.
- Successfully performed annual disaster recovery tests to meet regulatory requirements.

### **2001/7 – 2008/12    Wachovia Bank, N.A. – Senior Technical Analyst**

#### Responsibilities

- IT infrastructure management and planning for Asia Pacific region.
- IT policy governance, system audits, annual Business Continuity Plan review.
- System evaluations, risk assessments and recommend implementation plans.
- Prepare annual technology budgets.

#### Accomplishments

- Worked as Hong Kong Continuity Plan manager
- HKMA FinNet implementation.
- New IT room planning, vendor selection, implementation for Asia offices

#### **1999/8 – 2001/7      BNP Paribas – Network Administrator**

##### Responsibilities

- To provide system administration of Wintel servers, Lotus Notes servers and Cisco routers in Hong Kong, Shanghai and Beijing offices.

#### Accomplishments

- System migration (150+ servers) and network integration project for BNP Paribas merger. Office relocation projects for 1000+ users.

#### **1999/1 – 1999/8      Standard Chartered Bank – LAN administrator**

##### Responsibilities

- Wintel Server administration and e-mail system administration.

#### **1995/11 – 1998/12    HiServ China Limited – SAP Systems Consultant**

##### Responsibilities

- Perform SAP system configuration, data migration, ABAP/4 programming, user training for SAP finance (FI) and controlling (CO) modules.

#### Accomplishments

- Associate consultant in SAP implementation project for Oxford University Press HK, and Hoechst China Limited.