



Curriculum Vitae



Firdaus Bachik

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Personal Information:

Name : Firdaus Bachik
Gender : Male
Nationality : Malaysian
Marital Status : Single
Language Spoken : English & Malay
Language Written : English & Malay
Health : Excellent
Hobbies : Music and Sports - Badminton, Swimming and Soccer

Main Objective:

To be an excellent, professional and gain more challenges in IT Enabled Services fields where I can apply as well as expand my skills and capabilities.

Knowledge/Skills:

• Area of Core Expertise

- | | |
|--|-----------------------------|
| 1. IT Transition & Transformation | 7. Scope Management |
| 2. IT Operation Management | 8. Cost Management |
| 3. IT Service Management & Delivery | 9. Procurement |
| 4. Project Office/Support – PMO | 10. Stakeholders Management |
| 5. Project & Program Management | 11. New Business Engagement |
| 6. End User Services (Mobility Managed Services) | 12. Call Centre Management |

• System/Software/tools

- | | |
|---|---|
| 1. Productivity Tools: <ul style="list-style-type: none">- MS Excel (Intermediate), MS Project, MS Visio and MS PowerPoint etc.- Lotus IBM Applications | 3. Delivery Quality Monitoring: <ul style="list-style-type: none">- Process Behavioural Chart or Control Chart (PBA tool – Delivery Metrics) |
| 2. Project Management Tools: <ul style="list-style-type: none">- MS Project, Project Status Deck, Dashboard, Risk Register and etc. (PMI Templates) | 4. Service Management Tools: <ul style="list-style-type: none">- BMC Remedy, ITSM, Service Now, SCCD (IBM) |

• Additional Skills

1. **Multimedia**
 - Adobe Flash 5, Adobe Photoshop, Adobe After Effect CS5, iMovie
2. **Technical**
 - Knowledge of Desktop Support and End User Troubleshooting
 - Knowledge of Windows / Apple / Linux desktop operating systems
 - Knowledge of Server Virtualization Infrastructure – VMware/ESXi, Citrix XenApp.
 - Knowledge of OS & Software/Application/Patching Deployment Management (SCCM, IBM Big Fix, WSUS, Casper Suite)

Academic Qualification:

- **Course** : B. Business Administration (Hons) Majoring in Management with Multimedia
Grade : 3.45 out of 4.00 CGPA
Year : 2011-2014
Institution : Multimedia University, Cyberjaya Campus, Malaysia
- **Course** : Diploma in Business Administration
Grade : 3.00 out of 4.00 CGPA
Year : 2008-2010
Institution : Multimedia University, Melaka Campus, Malaysia

Professional Training/Certification:

- **Level** : ITIL® Foundation Course
Year : September 2013
Status : Certified
- **Level** : Certified Associate in Project Management - CAPM® by PMI
Year : October 2013
Status : Completion of Training – Pending for examination
- **Level** : Foundation in Business Analysis (Similar Syllabus by IIBA)
Year : April 2014
Status : Completion of Training
- **Level** : WPMM – IBM PM Fundamentals (PM10G) by IBM PM Center of Excel.
Year : 2015
Status : Completion of Training
- **Level** : Malaysian University English Test (MUET)
Year : 2013
Status : Band 4 (6 is Highest)

Professional Membership:

- **Name of the Organization** : Project Management Institute @ PMI
Year : March 2014 to March 2015
- **Name of the Organization** : National Cancer Council (MAKNA)
Year : Lifetime Member & Volunteer

Professional Honors & Awards:

- **Honors & Awards** : Eminence & Excellence Award
Year : 2015
Issuer : Centre Leader - IBM Global Delivery Centre Malaysia
- **Honors & Awards** : IBM Manager's Choice
Year : 2014
Issuer : Line Manager - IBM Global Delivery Centre Malaysia

Professional Experience:

- **Position** : Project Manager – Solution ,Transition & Transformation
Company : IBM Global Delivery Centre (MY), Cyberjaya, Malaysia
Period : 16th January 2015 to Present

Responsibilities: I.T New Business Engagement, Transition & Transformation

Major: Managed Mobility Services/End User Services

- Responsible driving of opportunity / deals and being accountable for the overall Quality and Service levels for solution responses and delivery sign-off.
- Responsible with technical solution reviews and interlock with Competencies/Support groups that drive business growth with cost-effective solution
- Responsible for end-to-end transition management (Client-Vendor to IBM, IBM to IBM) from requirements gathering, through design, planning, implementation and hand over of the infrastructure/service to operations support.
- Responsible to lead project team simultaneously engaged on a number of small to medium transition & transformation projects, ranging from simple to complex.
- Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for the project/segment of the project, according to project charter.

Achievement:

- Managed multiple projects in Global IGA RM PO Lift & Shift, Starburst Program and Centre to Centre transitions & in driving cost efficiencies, defragmentation and support operational excellence.
- Directed smooth transition for total up to 51 FTEs (Full Time Equivalent) from various locations (AP, India, China, and Poland & Czech Republic) and work stream within IBM Global Account (IGA) & commercial accounts in 3rd & 4th Quarters 2015.
- Conducted resource planning with major achievement reaching KPI Target before target date (Refer IGA Transition)
- Successfully transitioning mobility services from new customer from various industries to IBM Global Delivery Centre.

- **Position** : Project Office Administrator
Company : IBM Global Delivery Centre (MY), Cyberjaya, Malaysia
Period : 18th Nov 2013 – 15th January 2015

Responsibilities: Project Services - PMO

- **Position** : Recruitment - HR Integrated Services Team (IST)
Company : IBM Malaysia Sdn Bhd , Malaysia
Period : 20th May – 31st October of 2013

Responsibilities: HR – Recruitment

- **Position** : Executive-Technical Support (Team Lead cum Assistant Manager)
Company : SCICOM MSC Berhad, Cyberjaya, Malaysia
Period : 31st May of 2012 – 31st July of 2013

Responsibilities: Incident Management

- Team Lead for L2 Technical Support Team supporting web based solutions, primarily a flagship, Pearson online marking applications.
- Specialise in End User Troubleshooting + Account Management. E. g. Desktop Applications, Enterprise Business Applications, Active Directory (AD), Windows NT etc.
- Provide prompt and courteous service for clients by identifying and escalating situations requiring attention and apply solutions to those problems through remote desktop and educate users according to technical release and security standards.
- Prepare daily operation report for the team, monitor team records and analyse reports, taking preventative action to ensure Service Levels are met across the IT operational group.
- Identify areas for service and procedural improvement and make recommendation to the management by plans, facilitates & coordinates service improvement measures (SIPs)
- Use quality monitoring based on report and analysis to compile and track performance at team and individual level.
- Prepare up to date training materials and assessment, and provide on-the-job training and development to the new hires in the team.
- Monitoring budget for the team within allocation and ensure resource availability at agreed support time (Resource Management)
- Drive/ manage service quality, performance - own service quality for service provided
- Monitors service-delivery performance with established governance
- Ensure continuous communication & coordination with client in the event of a high focus incident/ major incident along with ensuring seamless communications between clients & the technical resolver groups
- Analyze and interprets business data and provides in-depth analysis in identifying problems and performance exposures with alternative solutions/recommendations to take to management/customers (Analytics)

- **Position** : Executive Officer
Company : National Cancer Council (MAKNA), Kuala Lumpur, Malaysia
Period : 31st May to 22nd August 2010 & Sept 2010 to Feb 2011

Responsibilities: General Administration

References:

1. **Name** : Nirmalkumar Ravikumar
Phone : +6012-8674901
Email : Nirmal@my.ibm.com
Position : 2nd Line Manager (EBIS) – IBM Global Delivery Centre Malaysia
2. **Name** : Paul Choon Liang Yap
Phone : + 60012-3060128
Email : yappcl@my.ibm.com
Position : 1st Line Manager (T&T) – IBM Global Delivery Centre Malaysia
3. **Name** : Sreenash Sreedharan
Phone : +6019-6224411
Email : S.Sreenash@gmail.com
Position : Former Assistant Manager of Operation – SCICOM MSC

