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Professional Profile

An experienced professional with a solid background in devising IT solutions for improved business efficiency and client-facing services. A great communicator who takes great pride in finding the right solution for difficult problems. Highly motivated and currently seeking a challenging position in the IT sector.

Education

Bachelor's Degree in Computer Science/Information Technology

Major: Multimedia

University: Staffordshire University, UK

Graduated: 2005

Key Areas of Expertise

- Exceptional communication skills feeding an ability to understand and interpret the operational needs of businesses at all levels.
- Keen attention to detail in the identification of potential glitches and threats to performance and security for new applications.
- Understanding of change management and the implementation of systems within large organizations.
- Demonstrated experience in solution error diagnosis, developing solutions, and managing resolution.

Skills Highlights

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|------------------------|-------------------------|
| • Project management | • Collaborative |
| • Communication Skills | • Resource optimization |
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Employment History

Senior Business Analyst

June 2022 – Present

Skylink Pacific Solutions Sdn. Bhd. | The Global Services Centre (GSC) of Plaza Premium Group

Kuala Lumpur

Responsibilities:

- Responsible as the point of contact for traveller loyalty web as well as mobile application that have been widely used by the global traveller
 - Conduct user requirement analysis for the development/implementation of new systems and enhancements to existing systems
 - Involvement in the system integration testing phase prior to implementation
 - Plan and coordinate end-user training for any system implementations or enhancements.
 - Coordinates meetings with users and vendors
 - Develop vendor management strategy, manage vendor relationship as well as manage vendor resource relationship
 - Develop communication skills in managing stakeholders, users, vendors, and team members.
 - Responsible to prepare precise business requirement specs, test plan, test cases documents etc.
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Associate Project Manager

May 2021 – Mar 2022

Integrated Health Information Systems Pte Ltd

Singapore

Responsibilities:

- Responsible as the point of contact for meal ordering application, portering application, bed management application, housekeeping application as well as mobile applications that have been widely used by the local hospitals
- Conduct user requirement analysis for the development/implementation of new systems and enhancements to existing systems.
- Involvement in the system integration testing phase prior to implementation.
- Oversee several applications projects at programs level, oversee the activities for each project as well as manage budget plan
- Plan and coordinate end-user training for any system implementations or enhancements
- Involves in preparation of tender specifications, Request for Proposal (RFP) specifications
- Conduct RFP procurement exercises and evaluate proposals
- Coordinates meetings with users and vendors
- Prepare approval, award paper and presentation slides
- Develop vendor management strategy, manage vendor relationship as well as manage vendor resource relationship

- Develop communication skills in managing stakeholders, users, vendors and team members
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IT Project Manager
Jun 2019– Apr 2021
EF Software Pte Ltd
Singapore

Responsibilities:

- Responsible as the point of contact for portering application, bed management application, housekeeping application as well as mobile applications that have been widely used by the local hospitals.
- Participate in project plans, milestones, and deliverables in consultation with the stakeholders/clients from the various hospitals and a team of software engineers.
- Conduct user requirement analysis for the development/implementation of new systems and enhancements to existing systems.
- Evaluate potential solutions and make recommendations to resolve business problems.
- Proactively communicate project status update and issues to the stakeholders/ client's weekly basis and ensure the project progress.
- Responsible to manage customer meetings for business discussions.
- Supporting in defining project requirements, issue tracking, meeting minutes, and documentation.
- Responsible to manage the support team consists of 5 members.
- Liaise closely with the technical team of 5 members in project implementation, application testing, supporting application patches, and upgrades following project methodologies and policies.
- Involvement in the system integration testing phase before implementation to ensure defects/bugs have been fixed accordingly.
- Plan and coordinate user acceptance tests as well as end-user training for any system implementations or enhancements.
- Responsible to build good rapport as well as able to communicate and work closely with business users.
- Proactively involving in project tender activities until tender submission.
- Involvement in the IT security audit activities conducted by the stakeholders' auditors.

Achievements:

- Successfully delivered an audit request enhancement within 2 weeks with the team during my 1st month of joining the company.
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Deputy Project Manager
Sep 2018– Jun 2019
NEC Asia Pacific Pte Ltd
Singapore

Responsibilities:

- Manage project schedules, quality, communication, and risk plans.
- Participate in project plans, milestones, and deliverables in consultation with client and team of software engineers.
- Build project schedules, quality plans, budgets, communication, and risk management plans
- Oversee the implementation of the project daily concerning schedules, manpower, and quality.
- Assist with regular reporting on project status.
- Initiate, organize and attend project meetings and ensure project teams are kept fully informed about project progress, tasks, and involvement.
- Responsible to manage the support team consists of 3 members.
- Liaise closely with the technical team of 4 members in project implementation, application testing, supporting application patches, and upgrades following project methodologies and policies.
- Supporting in defining project requirements, issue tracking, meeting minutes, and documentation.
- Involved in the yearly IT audit activities by the auditors from the GovTech as well the JTC internal auditor.

Achievements:

- Managed to coordinate and schedule the firewall upgrade successfully within 2 weeks with the infra team.
 - Successfully delivered an audit request enhancement within 2 weeks with the team.
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Assistant Lead Analyst
May 2016– May 2018
Integrated Health Information Systems Pte Ltd
Singapore

Responsibilities:

- Responsible as the point of contact for ePOS (POS of Polyclinics) Billing AR segment.
- Provide on-going application support and be involved in various stages of the SDLC.
- Conduct user requirement analysis for the development/implementation of new systems and enhancements to existing systems.
- Evaluate potential solutions and make recommendations to resolve business problems.

- Involvement in the system integration testing phase before implementation to ensure defects/bugs have been fixed accordingly.
- Plan and coordinate end-user training for any system implementations or enhancements.
- Responsible to build good rapport as well as able to be communicated and work closely with business users.
- Liaise closely with vendors in project implementation, application testing, supporting application patches, and upgrades following project methodologies and policies.
- Supporting in defining project requirements, tracking and documentation.

Achievements:

- Managed to have zero bug reports of 6 enhancement deployments.
 - Managed to complete interface enhancement with NeFR for ePOS 1 week ahead of the target timeline.
 - Completed the NETS terminal upgrade for all polyclinics on time.
 - Successfully meet target go-live date of cluster merger for National Healthcare Group Polyclinic and National University Polyclinic.
 - Collaborated with the cross-functional team for New Pioneer Polyclinics opening and Ang Mo Kio Polyclinics relocation opening.
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Software Engineer II

May 2013– May 2016 Power

Automation Pte. Ltd.

Singapore

Responsibilities:

- Involvement in enhancing and refine Power Quality Management System (PQMS) based on client's requirements such as Singapore Power Power Grid (SPPG), Seagate, and JTC Biopolis.
- Provide on-site technical supports for clients
- Responsible for troubleshooting and diagnosing hardware and software faults across Windows, VB.net, and Java programs.
- Demonstrate strong interpersonal skills, including the ability to liaise effectively with fellow team members to anticipate technical limitations and glitches and effect smooth system deployments.
- Proactively involve in implementing and setup PQMS for the backup center in phase II as well as upgrading and enhancing PQMS functionality in phase III.
- Focal person of development work on the uninterruptible power supply (UPS) by developing a program that sending SMS and email to notify clients whenever UPS alarm is triggered either is AC Line Failure, Server is on Battery Mode, Battery Low, etc.
- Responsible to perform system functional and integration tests for existing software as well as compatibility issue before installation.
- Working with other hardware and software engineers to ensure the successful installation of a meter at the substation as well as PQMS at the client site.

- Proactively involved in system debugging and solved the issues reported in VB.net as well as in the Oracle database.
- Engagement with the client in enhancement verifications and perform user acceptance testing in a specific period to ensure proper testing has been carried out.
- Work closely with the hardware team to ensure power meters that being fix up or replace are functioning well where PQMS can retrieve accurate information such as voltage, current, power, etc.
- Working closely with the hardware team to ensure all events occur can communicate with PQMS and trigger/sending alert SMS and email to the client.
- Responsible to ensure DTP program trending data for every meter/monitor are accurate when clients view/retrieve the report from the web, as well as waveform, are showing correctly no matter its transient, dip, swell or sag at web.
- Key person for system monthly maintenance for PQMS including meter database and server database at SPPG.
- Involvement in justifying and preparing tendering specification documents for the software portion before submitting them to sales personnel.

Achievements:

- Developed confidence and sensitivity in working closely with clients to clearly define operational needs and potential solutions.
- Developed and enhanced 5 monitoring programs as well as notify programs to reduce manual work required.

Analyst

October 2010 –April 2013

Prestige Kinetic Sdn. Bhd. Penang

Responsibilities:

- Generate and customize business reports in excel, Microsoft Access, and MS SQL Server.
- Support ad-hoc business reports from the client team.
- Responsible to perform data analysis on user requests before delivered to users.
- Co-lead System Enhancement / Report Enhancement with the client team.
- Responsibilities include organize and communicate with the client team to have bought off and deployment date for any enhancements or new business reports.
- Implemented as a focal person to handle daily operation reporting issues as well as involved in investigating backend system issues to ensure 100% data accuracy.
- Follow up closely with users on daily support issues to ensure every issue reported has been addressed accordingly.
- Work closely with IT on issues reported that relate to system 9 to ensure resolutions are provided in time to reduce the impact on business processes.

- Engagement with the user in enhancement verifications and perform user acceptance testing in a specific period to ensure proper testing is being carried out and signed off before any production deployments.
- Gather customer requirements, develop a solution and make a recommendation to the customer upon new or enhancement requests from clients.
- Involved in system development projects that cover the end-to-end project life cycle from design, development, testing, and transition.
- Focal person of development work on the Supply Chain Dashboard by developing backend scheduler process as well as involved in developing frontend update metrics/news features in the system.
- Design ERP diagrams for dashboard projects.
- Key person to document test script/test cases as well as preparing technical guidance documents for Supply Chain Dashboard system.
- Completed thorough system integration testing has been conducted before the demonstration to top management.
- Successfully perform thorough system integration testing of the backend scheduler process has been conducted to ensure data loaded accurately and successfully as expected.
- Establish and revise/update daily tasks documents, user training documents, enhancements documents, troubleshooting documents as well as system specification documents.
- Responsibilities include monitoring data loaded through the backend scheduler process are loaded accurately during the system stabilization period and ensure backend scheduler jobs are running smoothly. Recovery is always being carried out as and when abnormalities occurred.
- Successfully retrofit and perform testing on impacted BQYs during Oracle R12 activities.
- Complete the replacement of all retrofitted BQYs during the blackout period without impacting the business.

Achievements:

- Improved communication skills to communicate with different levels of users including the VP of the company.
 - Successfully generate an inbound report that allows users to refresh data in Excel within 3 months of joining the company.
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System Application Management Analyst

Aug 2007 - May 2009

Dell Asia Pacific

Penang

Responsibilities:

- Responsible as Level2 Primary Support on marketing-related key systems, which are, iSMARTS, Web Reporting systems, and marketing tools such as ASG Tool, Athena.
- Issues reported are always being resolved within the specified Service Level Agreement (SLA) depending on the criticality of the issue for the respective systems.

- Follow up closely with users on daily support issues to ensure every issue reported is being addressed accordingly.
- Working closely with vendors on issues reported in relates to the order management system (iSMARTS) to ensure resolutions are provided in time to reduce the impact on business processes.
- Extensive involvement in coordinating the production patches and bug fixes deployment. Thorough testing has been conducted before any deployments to the production environment by meeting the target of 99% bugs-free during the product launch.
- Involved in User Acceptance Testing (UAT) arrangement with business partners to ensure proper testing is being completed and signed off before any production deployments.
- Working on Marketing related service requests, which are, reporting, mass update as well as the ad-hoc request on data extraction for revenue recognition purposes.
- Developed web reports on the ASP platform which are completed within the specified time frame.
- Coordination with Business on system downtime requests for production deployment, that are, bugs fix and system enhancement deployments, Microsoft Severity patching, Oracle related patches, and so forth.
- Coordination among the team on a rotation of onsite support when system downtime approvals are obtained from respective business partners for production deployment, that is, bugs fix and system enhancement deployments, Microsoft Severity patching, Oracle related patches, and so forth.
- Provide weekly management report metrics on Trouble Ticket and Service Request for IT Sales & Marketing related applications. This is the weekly scorecard to show how well the team is meeting the respective SLA.
- Proactively monitoring iSMARTS related console jobs to ensure everything is running smoothly. Recovery is always being carried out as and when abnormalities occurred.
- Standardizing IT SMARTS Team ID profile document, and involving in documenting a business process flow, test script, user training documents as well as troubleshooting documents.
- Involved in the development work on ASG Tool for the Phase II enhancement by building additional features as well as a new report module in the system.
- Coordination with DBA team on system dump file required for vendor and involved in communicate with other teams to schedule downtime for refreshing testing environment data.

Achievements:

- Successfully meet SLA for every issue reported.
 - Ability to simulated bugs reported to the vendor and applied bug fixes to resolve all bugs.
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Database Analyst

Aug 2006 - Jul 2007

Dell Asia Pacific

Penang

Responsibilities:

- Maintenance of the Sales Ordering System (SMART System) including maintain the configuration model, remove EOL (End of Life) peripherals and add new peripherals in Smarts. Updating the peripherals or bases price upon receive price change from Pricing Team. Skillset needed: Good product and peripheral understanding and track old part logic to perform clean up.
- Supporting sales on the issue of generating a quotation and ensure the EOled (End of Life) products are blocked from sales to quote or download, hence causing illegal orders. Daily support for sales requests such as turns on the EOled products or models so that sales are allowed to download and quoting.
- Monthly support on building OptiPlex promotion bundles & LTO (Limited Time Offering) and update latest selling prices in Smarts and ensure correct bundle configurations and price of promo bundles and LTO is correct. Highly attention to detail to ensure correct bundle configurations and Limited-Time Offering is posted up correctly.
- For NPI and Block Release, we need to coordinate with the Costing and Pricing Team to get cost and price upload on time.
- Validator rules setup for product and promo bundles to prevent illegal configuration quoted by sales hence causing MWD or production cannot proceed to build.
- Support DellPlus bundles from the CFI team and ensure the model is complete before the duration date. Adhoc for the DellPlus bundles where changes or add in new mod actions are required
- Content data analyst and maintenance in the smarts system. Involved in mod/SKU list review and mod setup with the extended team.
- Meeting the timeline given for all sets of requests including LTO, bundles, pricing effectiveness, and product update transition/hard block/turn on/turn off.
- Handling smarts and sales request issues. Investigating backend ordering system issues, illegal orders, and customer issues.
- Communicate with the extended team for specific tasks as part of requirement Program Management, NPI, BP, PMM, Brand, Pricing, Sales, OP, Services, CFI, and IT.

Achievements:

- Successfully published accurate OptiPlex promotion bundles & LTO (Limited Time Offering) to the website.
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Personal Particulars & Preferences

Nationality: Malaysian

Gender: Female

Availability: 2-month notice

Referees

Name: Ms. Lisa Tan

Position: Senior Manager

Company: Integrated Health Information Systems Pte Ltd

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Name: Mr. Shani Sekhar

Position: Project Manager

Company: Mitsubishi UFJ Financial Group

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