
PERSONAL DETAILS

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Date Of Birth 8th January 1980
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EDUCATION

SPM

Graduation Year: December 1998
Name of Institute: Confucian Secondary School
Graduating Grade: Pangkat 1

A-Level

Graduation Year: June 2000
Name of Institute: Kemayan – ATC

International Diploma in Computer Science

Graduation Year: March 2002
Name of Institute: FTMS-ICL De-Monfort University
Graduating Grade: Distinction

Diploma of Higher Education in Communication & Electronics Engineering

Graduation Year: August 2002
Name of Institute: Sedaya International College
Graduating Grade: Credit

International Higher Diploma in Computer Science

Graduation Year: March 2003
Name of Institute: FTMS-ICL De-Monfort University
Graduating Grade: Distinction

BSc (Hons) in Computer Science

Graduation Year: March 2004
Name of Institute: FTMS-ICL De-Monfort University
Graduating Grade: Second Class Upper

TRAINING ATTENDED

1. March 2006 : Developing Microsoft ASP .NET 2.0 Applications
2. April 2006 : Programming with Microsoft Visual Basic .NET
3. February 2007 : OS/400 Operating System
4. June 2007 : SAS Management Console
5. July 2007 : SAS Programming I
6. July 2007 : Risk Dimension: Configuration & Analysis (SAS)
7. July 2007 : Credit Risk Management (SAS)
8. August 2007 : Bloomberg Training
9. October 2007 : SAS Data Integration Studio (ETL)
10. November 2009: Effective Interpersonal Skills
11. November 2010: Mindset Change: Self Leadership Mastery
12. December 2012: Fundamentals of Project Management
13. December 2012: Oracle PL/SQL (Exam Passed in April 2014)
14. November 2013: Oracle Database 11g Administration Workshop
15. January 2017 : Anti Money Laundering Training (CitiBank Internal Training)
16. February 2018 : Project Management Level 1
17. May 2018 : Introduction to Google Slides
18. May 2018 : Trello Project Management
19. May 2018 : Learn the Truth About Agile versus Waterfall (Course 1 of 7)
20. June 2018 : Gathering Project Requirements
21. June 2018 : Deeply Practical Project Management
22. June 2018 : Documenting Requirements With Use Cases
23. June 2018 : Writing Project Requirement
24. June 2018 : Best Practices in Document Management
25. July 2018 : PowerPoint & Camtasia Video Fusion
26. November 2021: Bank Risk Management from AICB (Graduated)

Education & Training Certificates:

https://drive.google.com/drive/folders/1G_iHTzQOnWkkQcEpqslKDJ6eNkWDf3nH?usp=sharing

Remarks:

The training I attended in 2018 are all Udemy Courses to prepare myself for the new role in a startup company, to put together all the past project coordination experiences with project management knowledge learnt; and hoping to apply it using the latest tools and guided by the proper project management concepts in my future role.

AWARDS

1. MAR 2014 : Alliance Bank R.I.T.E. Award
2. JUN 2013 : Recognition Award in a Nationwide Writing Competition Organized by The KL & Selangor Chinese Assembly Hall and The NanYang Press, Article titled 'Parents'

WORKING EXPERIENCES

o **Business Analyst (AmBank Malaysia Berhad)**

Sep 2019 – Present

I am working as a business analyst in the Risk System Analytics team under the Governance and Provisioning Department. This role covers all the business analysis and some of the project management responsibilities. The day to day tasks and the projects assigned include requirement gathering, planning for test strategy, writing test script, testing, post-production verification, production data issue troubleshooting, managing risk and plan for the mitigation. Documenting and keeping track of all the activities are part of the role as well.

The additional exposure joining back this team in 2019 was the involvement in vendor selection. I was involved in the Request for information (RFI) and request for proposal (RFP) processes (i.e, preparing scoring templates and all required documentations), worked with end users to gather requirements, conducted meetings / POC sessions with the vendors selected, and compiled the scores from different stakeholders at the end of the vendor evaluation. I was working with the Strategic Sourcing Unit during the whole process.

Achievements:

- Completed RFI and RFP process and finalized the vendor at the end of the process.
- Completed Change request to close Basel FIRB Requirement gaps
- Taken over the testing for Moratorium Enhancement, performed impact analysis, built an internal script to perform post-mora adjustment; and the enhancement was successfully deployed to production.
- Gathered requirements, analyzed and designed the structural changes and customer ID conversation for Retail Model Enhancement.
- Other change requests and its implementation.

o **Senior Project Manager (Eightsquare Infortrans Sdn. Bhd., subsidiary of Merchantrade)**

July 2018 – Sep 2019

I was managing a few core projects for Merchantrade. Eightsquare is the subsidiary company of Merchantrade providing mobile and web application solutions for Merchantrade's core businesses like remittance, foreign exchange, multi-currency prepaid debit card and others. The development team is based in Nepal with approximately 90 developers, 2 on-site PMs are managing and supporting both internal (Merchantrade) and external projects.

This role covers the overall project management responsibilities from planning, execution, monitoring to closure. Other than the project update and communication on issues/risk along the project cycle, it also covers other detailed works like requirement gathering, technical discussions and documentations, UAT support, implementation, change request, production support, etc.

Key Responsibilities:

- Gather requirements and communicate/clarify the same to the off-site development team.
- Change request impact analysis on scope, timeline and cost.
- Regular meetings with the development team for progress tracking, project and operation issues.
- Create and maintain project related documentations which include both business and technical aspects.
- Attend weekly meetings at the client office to provide project updates and to table issues for discussion and clarification.

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- Create processes for change management, issue registration, production support, SLA monitoring and system handover processes.
 - Production support and SLA monitoring.
 - Create document and form templates for project and operation use.
 - Production deployment planning and coordination between clients and development team.
 - Present project update during board meetings.
 - Prepare and present incident reports to clients.
 - Manage a team of business analysts.
 - Involve in Disaster Recovery Planning.

Achievements:

- I joined Eightsquare without much prior hands-on experience on project management. But with the past exposure in a variety of job functions including business system development, application support, data analysis, system analysis, business analysis, monitoring program optimization and project coordination, I managed to run the project independently starting from zero refence (no documentation). Along the way, I started to create documents, templates and processes for the new team. Within the first 2 months, I had met all the stakeholders and the respective team leads from the development team to re-plan and document the 7 core projects.

o **AML Statistician (Citi Transaction Service Malaysia)**

November 2016 – July 2018

I joined CitiGroup as a senior AML Statistician without any statistical background. This role was given by leveraging on my data experiences and self-study on Statistics. I was assigned to take charge of one line of business under a consent order project (Enhanced Data Monitoring for AML). The key focus as part of the project team is to get involved in the end-to-end threshold tuning analysis processes. Other than this, the statistician role is required to provide weekly project status updates and coordinate with other teams throughout the analysis cycle. Discussion is carried out with other regions and the Compliance Team on issues and proposals to ensure the approaches applied are complying with the methodology documented in the established Global Optimization Approach Document. The final goal is to optimize the thresholds set for various scenarios to capture suspicious money laundering activities. Threshold optimization focuses on the effectiveness and efficiency of AML transaction monitoring.

Key Responsibilities:

- Perform AML Threshold Tuning Analysis, Optimization and Recommendation to ensure sufficient risk coverage and appropriate thresholds are set for the existing monitoring program.
- Supervise and conduct data-driven analysis and reports. Apply statistical methods to organize, analyze and interpret data.
- Document solutions and present result in a simple comprehensive way to non-technical audience, as well as documentation using statistical vocabulary.
- Final proposal discussion and presentation to regions in Asia, Europe and Americas.
- Coach and supervise juniors to ensure quality of analysis performed and raise the standard of juniors to the next level of excellence and maturity.
- Participation in a weekly global conference to maintain standardized methodology and approach across regions.

Achievements:

- I was assigned to take charge of one of the Line of Businesses under a Consent Order Project (Enhanced Data Monitoring Project for AML). I joined the project team during its initial stage when data validation started. Being the new team without prior knowledge, the analysis method corresponded to its tasks being picked up in a very short time parallel with the tasks executions. Despite all the issues that arose during

different stages of the project, the team managed to complete the project within the timeline given.

Software and Platform:

- SAS EG, Base SAS and SQL Developer.

o **Business Analyst & Project Coordination(AmBank Group (M) Berhad)**

September 2014 – November 2016

I am working in Group Risk Projects as a business analyst cum project coordinator. Group Risk Projects is responsible for the implementation of all large and extra large projects within Group Risk Management. The key focus of the department is to position AmBank to move to Basel II Advanced status. This includes major enhancement to the models / tools that bankers use to make credit decisions, pricing and capital management. I am assigned to work in Retail Application Scorecards (RAS) and Retail LGD/EAD (REL) projects

The BA role acts as the primary liaison or 'bridge' between the business stakeholders, Information system and external partners on a project – translating the requirements from the business into a 'language' that Technology can understand. Once the requirements are established, BA plays a pivotal role in ensuring the solution meets the requirements.

The role involves proactively conducting interviews with all project stakeholders to gather functional requirements, documenting those requirements in an organized manner, then managing and communicating them throughout the project life cycle. This includes assisting in testing, supporting the development of training and implementation material, participating in the implementation, and providing post-implementation support.

Key Responsibilities:

- Lead/ facilitates collection, analyzing and documenting business requirements
- Preparation, facilitation and documentation of workshops and meetings in all phases of the project
- Production of project deliverables, based on the documented requirements and SME input, This includes:
 - o Business Process Analysis
 - Analyze, document and improve business processes
 - Gather, document, analyses business needs and requirements
 - o System Analysis
 - Design the functional behavior of the system as well as designs and documents the logical components of the system and creates functional specifications
 - Design the user interface and user experience of the system
 - Ensure the development team understands what they are supposed to build (eliminate costly re-work) and interacts with system architects and developers to ensure the system is properly implemented. Documents the functional and, sometimes , technical design of the system
 - o Data Analysis
 - Documenting the types and structure of the business data (logical modeling)
 - Analyzing and mining business data to identify patterns and correlations among the various data points
 - Mapping and tracing data from system to system in order to solve a given business or system problem
 - o Design and document report specifications

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- o Creation of user manuals and input into training material and communications. On occasions to also assist with training delivery.
 - o Development of Request for Proposal (where appropriate) and the analysis for the project Business Case and PMP
 - The preparation and execution of UAT activities as specified in the Test Strategy. Development of Test plans and cases, along with test scripts

Achievements:

- I was assigned to work in the Risk Modelling Team for data due diligence and data preparation (before handing over the data to external consultants for model development). Task completed within the given timeline for two portfolios that are Mortgage and Overdraft. The most challenging task during this assignment is to reconcile the transactions for all accounts from the transaction data against the monthly account data. A few rounds of interviews were conducted with the relevant parties to understand the transaction codes and successfully wrote a script to perform the reconciliation for 7 years of data for all MG and OD accounts from various source systems (including data from legacy systems).
- End-to-end system requirements specifications for RAS2 Project
- Test Strategy and Test Plan for RAS2 Project
- I was assigned to help in the SME Migration Project for a short period of time. My role was to deliver the test cases and test script based on the understanding of the enhancements and test plan prepared by other team members.

Software and Platform:

- Aginity workbench for Netezza, SAS EG, Base SAS, Microsoft Office Visio and Microsoft Office Project

o **Application Support Team Lead/ Project Coordinator/ Project Manager (Alliance Bank Malaysia Berhad)**

June 2006 – September 2014

i) **Intellect Loans Services (ILS)**
April 2013 – September 2014

I engaged in this project playing a role as a project coordinator. This is a front end loan disbursement, document upload and tracking system. ILS is integrated with the loan origination system and the bank hosts system via the bank middleware SOA.

Job Responsibilities:

- To work with business unit to ensure changes/enhancement are in line with business needs & strategy
- Application interfaces and data mapping (interfaces with HOSTS, Loan Origination System, Customer Relationship Management Application, SMS Server, Exchange Server, Sitescope Server, Netbackup Master and Active Directory)
- Detail study on application/system architecture, working along with network and technical team to deliver the proposed architecture. This is a 3 tier architecture running on two Apache web servers, 2 nodes clustered Jboss App and 2 nodes clustered Oracle DB facing intranet and internet users.
- Internal IT and compliance deliverables including Security Requirement Checklist, Server Hardening, System Acceptance Checklist and etc
- Disaster Recovery planning and simulation (SAN Replication for database)
- Netbackup readiness (test on backup and restore)
- Load test
- Penetration test
- SIT/UAT/Implementation
- Weekly PMO meeting and status update

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- To lead in post implementation support, defects tracking and change requests

Achievements:

- Application/system architecture implemented successfully as proposed. Gained a fair knowledge on networking while working along with the technical team in implementing the system architecture
- Caught up the timeline by taking own initiative to deliver some technical requirements like encryption, SSL, reverse proxy configuration and etc
- R&D on Jboss encryption and SSL, applied the same successfully during production implementation
- Learned linux/unix and successfully configured Apache Server as reverse proxy
- Resolved cookies conflict issues which was surfaced on the day when system went live
- Managed to handle various challenges faced while dealing with the vendor

ii) CCRIS Multiple Entities (Project Manager)
Mar 2011 – September 2011

To upgrade CCRIS B2B server to cope up with the increasing volume of CCRIS transactions.

Job Responsibilities:

- Work closely with business project manager, IT personnel, users and vendors
- Requirements gathering
- Project timeline planning
- Work with infrastructure team on infrastructure setup
- To meet security compliance
- Internal IT deliverables
- Monitor closely on project progress and update Group PMO
- SIT/UAT/ Signoff/Implementation
- Project closure/Post Implementation Review

Achievements:

- Load balancing is achieved. The system is able to sustain for high volume of incoming requests with Multiple Entities implementation.
- Setup USB over network
- Project implemented successfully on time.

iii) DR Implementation for BNM systems (Project Coordinator)
May 2011 – October 2011

To implement Disaster Recovery (DR) for FISS, FINET, ITEPS and ESSBASE at DR site. ESSBASE is an analytical modeling software that is used for leveraging the BNM reporting data. FISS is providing a facility for financial institutions (FIs) to submit statistical data files, and for BNM to gather this information for consolidation and regulation purposes. All the reports to be submitted to BNM have to be transmitted via FINET. ITEPS is used for the reporting of External Payment & Receipt Transactions and External Asset & the Liability Positions to BNM.

Job Responsibilities:

- Requirements gathering
- Project timeline planning
- Getting quotations, preparing project approval request, project progress update
- Work with infrastructure team on infrastructure setup
- To meet security compliance

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- Documentation and internal IT deliverables
 - SIT/UAT/Signoff/Implementation

Achievements:

- DR for all BNM systems was implemented successfully on time

iv) BNM CCRIS Enhancement (IT Project Manager)
June 2011 – November 2011

To comply with BNM CCRIS enhancement requirements. CCRIS enhancement requires some additional items to be reported at account and customer level. This impacted all the interface system.

Job Responsibilities:

- Work closely with business project manager, IT personnel, users and vendors
- Requirements gathering
- Project timeline planning
- Work with Infrastructure team on infrastructure setup
- To meet security compliance
- Documentation and internal IT deliverables
- SIT/UAT
- Data extraction & reconciliation, gap analysis on source system and data mapping

Note: This project was follow up by another PM due to maternity.

v) CRMS Project (Project Coordinator)

CRMS project is implemented to meet BNM Basel II Standardized Approach compliance.

Job Responsibilities:

- Attended training for future maintenance and application support purposes.
- Working on incidents/change requests raised by users.
- Data extraction & reconciliation, gap analysis on source system and data mapping
- SIT/UAT/Production Implementation
- Troubleshooting and data checking
- Post implementation support

Achievements:

- General understanding on various source systems
- Successfully learned and applied the knowledge transferred i.e.: ETL, SAS Programming and etc during training and hands-on
- Automate batch processing

vi) SPCS Project (Project Coordinator)

This is a sales performance and incentive calculation system used by sales management office and business performance management.

Job Responsibilities:

- Attend training for future maintenance and application support purposes
- Working on incidents/change requests raised by users
- Data Mapping
- SIT/UAT/Production Implementation

Achievements:

- Data migration from in-house database to SPCS
- Automate file transfer processes

vii) TIPS (Application Support cum In-house programming)

TIPS captures sales for various products from different sources. Sales data is loaded to TIPS on daily basis. Sales reports are generated on weekly, monthly and on ad-hoc basis.

Job Responsibilities:

- Responsible in system development, implementation, maintenance and monitoring
- Database Administrative work
- Working on incidents/change requests raised by users
- To generate ad-hoc reports and to handle data exceptions
- To support daily TIPS operations

Achievements:

- Successfully resolved major TIPS issues i.e.: accessing speed, automation of source file loading, etc.
- Completed all the change requests raised.

viii) Loans Origination and Tracking System (LOTS)

LOTS is a loan origination workflow system, it's used for loan processing, approval, documentation, enforcement and custody process.

Job Responsibilities:

- Responsible in system development, implementation, maintenance and monitoring
- Participating in group discussion on matters/projects related to software/system development, enhancement, support and maintenance
- Working on incidents/change requests/data exceptions raised by users
- Report customization

Achievements:

- Successfully developed a service program for files transfer between LOTS Web Server and CCRIS server.
- Completed the monitoring and support on phase II LOTS enhancement.
- Reduce system downtime.

Overall Job Responsibilities:

- To lead in application support ((CCRIS /DCHEQS /FISS /FINET /Sales Commission System/ Credit Risk Management System/ Credit Risk Evaluator/ Asset Mgmt. App/ILS/Project Management System)) - Data Patching/Incidents/Change Request/Service Request
- Supervise team members to deliver new/enhanced system features in the systems to support user requirements
- Weekly status update to higher management
- In-house development (ETL/DB/Programming/Report Customization)
- Disaster recovery planning/simulation/live test
- Provide support in new projects
 - Interfaces/Data mapping
 - Software/Hardware Requirements
 - SIT/UAT/Implementation/Troubleshooting

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- Documentation (checklist/signoff documents/test scripts/manual/etc)
 - Progress Update
 - Post Implementation Support

Platform/Software/Technology/etc:

- Windows Server 2000/2003/2008, Linux 6.3. VM WARE
- SQL Server 2000/2005/2008, Oracle 11g R2, MS Access (SQL, View, Store Procedure, Functions, backup/restore and some administrative works)
- ETL using DTS, SSIS and SAS DI Studio
- IIS, Visual Interdev, Visual Basic, ASP, ASP.NET, VB.NET, SAS Enterprise Guide, Base SAS Language
- FTP and Secured FTP, Unix Command
- Good working knowledge of project Life Cycle and system development life cycle
- Good knowledge of banking application

o **Analyst Programmer (Bizniaga Consultancy Sdn. Bhd. based in Prudential Unit Trust for the whole contractual period)**

Dec 2004 – May 2006

Bizniaga provides business solutions to its clients and I was assigned to work in Prudential Unit Trust Berhad during the contractual period.

Job Responsibilities:

- Responsible for development, implementation, maintenance and monitoring of specific software and applications that are assigned by the Company or Company's Client.
- Participating in group discussion on matters/projects related to software/system development, enhancement, support and maintenance for the Company's client.
- Participate in evaluating and reviewing existing system/applications/infrastructure from time-to-time, or as when required, to identify areas for improvements, including recommending for new system development and implementation if necessary.
- Develop and update the related IT procedures with regard to software and application developed.
- Direct response to customer requests.
- Produce summary reports on every system modification.
- To analyze the new system requirements, design system structure, modify the database to fulfill the new requirements without affecting the current system flow and develop the new module for the system.
- Prepare user manuals.
- Creation and maintenance of user emails (using Lotus Domino) and users logon (using Active Directory)
- Daily server backup, tape collection and reporting.

Achievements:

- Maintaining and supporting incidents/change request for two web based applications i.e. Training Management System and Sales Management System.
- Developed an employee survey system requested by the HR department. I engaged in the end-to-end process alone from requirements gathering to implementation. The application was implemented successfully.
- A Financial Calculator for various financial plans (e.g.: Wealth Accumulation Plan, Child Education Plan and Retirement Plan). I was the only member who was involved in the development of the financial calculator. The development phases include formula study, database design, data flow, flash presentation, programming, report generation and testing.
- Miscellaneous: Add in extra modules for current window based system, generate new reports based on user request and help out existing users with common PC problems, PCs configurations, server backup/restore, logon creation using Active

Directory, Lotus Notes email account creation and configurations, supporting and customizing vendor's application.

Software and Platform:

- XP, SQL Server, IIS, FrontPage, Visual Interdev, Visual Basic, Crystal Report 9.0

o **IT Executive (OzAsia Corporation Sdn. Bhd.)**

Sept 2003 – Nov 2004

OzAsia provides asset management solutions to banks, asset management companies and insurance companies.

Job Responsibilities:

- To develop asset management, share margin and ESOS system. These systems basically provide daily business operation solutions e.g.: account management, event due date reminder, report/letter generation, etc.
- To provide on-site and telephone support to banks, asset management companies and insurance companies.
- To perform daily clerical work such as updating stock market and unit trust prices, preparing files for customer update, editing and updating user manual.
- Analytics and programming work.

Software and Platform:

- Visual Basic, File Based Database

o **Temporary Job – Change Management (Great Eastern Life Assurance)**

June 2003 – July 2003

Job Responsibilities:

- Change Environment Management
- Program Promotion
- Change request verification

Software and Platform:

- AS400

o **Freelance Project – Application Development (LICO Engineering Sdn. Bhd.)**

Nov 2004 – June 2005

Job Responsibilities:

- User requirements gathering
- Information study, analysis and discussion
- Application and Database Design
- Application Development using Visual Basic and Crystal Report
- After sales maintenance

Project Description:

- Developed an application for a main contractor company which allows quotations preparation, application development, data maintenance, project details entry, tracking of contract sum/progress claim/retention amount for each project, reporting, etc.

o **Freelance Project – Developing Order Entry Application (Cerebos)**

September 2002 – December 2002

Job Responsibilities:

- User requirements gathering
- Information study, analysis and discussion
- Database and Application Design
- Application Development using Visual Basic and Crystal Report

Project Description:

- This is a sales entry application used by sales agents from all branches in Malaysia. As the client-server application architecture was not cost-feasible at that time, data entered are collected from branches during month end and loaded to the database in HQ.

o **Assistant Librarian (Sedaya College)**

September 2000 – December 2001

I was serving my duties in the college library as a condition of receiving the scholarship.

Job Responsibilities:

- Cataloging new materials (books, media, magazines and etc)
- Helping library users to locate books and materials
- Perform a variety of clerical duties like filing or replacing returned items, checking materials in and out, data entry, shelving, etc.

PERSONAL SKILLS

Project Management and Coordination	<ul style="list-style-type: none">• Requirements gathering, Data Mapping, Application/Server Architecture, Software/Hardware readiness, System Security Checklist, Compliance Requirements, User Matrix, SIT, UAT, Implementation, Project Closure, Post Implementation Review, weekly PMO meeting and etc
Working knowledge on banking applications	<ul style="list-style-type: none">• Worked on loan application system, credit risk management system, sale and commission system, disbursement and document tracking system, credit checking gateway (CCRIS/DCHEQS/CTOS/FIS/SSM) and etc.
Web/Application Development	<ul style="list-style-type: none">• HTML, ASP, JavaScript, VBScript, CSS, Flash, ASP.NET (using FrontPage, Visual Interdev, SWiSHmax, Image Composer and some image editing programs.)• VB• VB.NET
Database	<ul style="list-style-type: none">• SQL Server 2000, 2005 & 2008 (Store Procedures, View, Triggers, Writing Queries, backup/restore and some administrative works)• Microsoft Access• Oracle 11g (SQLPLUS and SQL Developer)• Netezza (Aginity Workbench)
ETL	<ul style="list-style-type: none">• DTS• SSIS• SAS DI Studio• Base SAS (Fair skill)
Others	<ul style="list-style-type: none">• General knowledge on network architecture (the network components/terms/functions like firewall, load balancer, NATed IP, Physical IP, Virtual IP, segment, switches, 3 tier server architecture and etc)• PC Installations and Configurations• Basic FTP and Secure FTP command• Simple DOS command and able to write simple batch file• Command to operate OS 400• Basic UNIX command (working with files/directories, processes, editing files using vi, file permissions and etc)• Base SAS Programming
OS	<ul style="list-style-type: none">• Windows Server 2000/2003/2008, Linux 6.3, VM WARE
Languages spoken	<ul style="list-style-type: none">• English, Malay, Cantonese, Mandarin
Languages written	<ul style="list-style-type: none">• English, Malay, Chinese

Note: The above skills are learnt from the previous work experience. The current work involves only skills related to project management & its tools, issue troubleshooting, business and data analysis and SQL.