

# Tan Chor Wai

Experienced Consultant and Service Reliability Engineer with specialization in project delivery and operational management within VoIP technology, Azure Cloud platform, and DevOps practices. Strong problem-solving skills and a collaborative approach, with a focus on optimizing system performance, scalability, and monitoring for enterprise-level environments. Skilled in streamlining operations and driving innovation through best practices in cloud and communication technologies.



## Contact

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## Education

Bachelor of IT (Honors) Data  
Communication & Networking,  
Multimedia University, Melaka

## Key Skills

- Azure Cloud
- Azure DevOps
- VoIP Gateways (SBC) & Systems
- VoIP Protocols
- Kubernetes
- Azure PowerShell
- ARM
- Cisco
- Project Delivery
- Operational Management

## Certifications

- Azure Solutions Architect Expert
- Azure Administrator Associate
- Teams Administrator Associate
- Microsoft 365 Certified Collaboration Communications System Engineer Associate
- Azure Network Engineer Associate
- Microsoft Security, Compliance, & Identity Fundamentals
- Certified Kubernetes Administrator
- CCNA
- AWS Cloud Practitioner
- Linux Essentials (LPI)

## Experience

### Senior Consultant, Microsoft Malaysia

*August 2020 – Present*

- Delivering technical consultancy to global telecommunication clients by developing customized design strategies and implementing voice gateways for Microsoft Teams Operator Connect, Direct Routing, and Teams Phone Mobile solutions on the Azure cloud platform.
- As part of the Managed Services team, I took on the role of a Service Reliability Engineer (SRE) and was responsible for maintaining and supporting customer infrastructure, ensuring regular upgrades, resolving alerts, addressing customer issues, actively & enhanced monitoring, and upholding service level agreements (SLAs) to ensure optimal performance and reliability.
- Hands on working with Microsoft Azure Services such as Virtual Machines (VM) and extensions, Function Apps, Azure Kubernetes Service (AKS), Azure Monitor, Microsoft Entra ID, Microsoft Defender and Linux administration.
- Involved in advanced VoIP technical diagnostics to resolve call-related issues and providing customized solutions for clients. Write up and fine-tuning SIP Message Manipulation to address specific customer requirements.
- Collaborating with multiple teams on solution design, development, enhancements/fixes, testing of new features or software release. This work involves a range of components, including Session Border Controllers (SBCs), call flow diagnostic tools, PowerShell scripts, and ARM templates.
- Implemented CI/CD pipeline best practices for testing, deployment, and rollback procedures, ensuring smooth and reliable software releases through Azure DevOps.
- Develop procedures and best practices for maintaining and updating customer deployment source code and scripts using Azure DevOps.
- Executed security remediations on identified vulnerabilities by determining root causes, devising and implementing fixes, and minimizing impact on customers.
- Authored comprehensive internal technical documentation, including troubleshooting guides and configuration guides.
- Served as the technical lead, offering guidance and mentorship to the team.

### UC Implementation Engineer, NTT Malaysia

*May 2016 – August 2020*

- Deliver technical expertise and hands-on implementation of Cisco Collaboration solutions for a range of projects and clients in both back office and contact centre environments.
- Experienced in implementing Cisco Collaboration products, including Cisco Call Manager (CUCM), Cisco Unity, Cisco IM & Presence, Cisco Unified Contact Center Express (UCCX), and Cisco Voice Gateway.
- Collaborate internally and externally with clients on projects planning, requirements gathering, architecture, implementation and testing.
- Conduct technical troubleshooting for call failures related to configuration or carrier issues, non-functional call features, application problems, bugs, and customer-reported concerns during implementation phase. This process involves collaboration with various parties, including carriers, Cisco TAC, and customers.
- Design and customize User Acceptance Testing (UAT) and System Integration Testing (SIT) to align with customer requirements and specific environments.

## **Interests**

- Online Gaming
- Music
- Badminton

- Create project handover documents and provide administrator and user training, along with manuals, as part of the project sign-off process.
- Actively engaged with Cisco TelePresence systems, handling installation, configuration, and support. Responsible for troubleshooting and resolving technical issues related to both TelePresence hardware and software. Additionally, collaborate with third-party vendors for large-scale TelePresence installations that require integration with external audio systems, installation design, and effective cable management.
- Facilitate and support change requests (CR) as needed by customers and through support tickets.
- Integrate Cisco Collaboration solutions with third-party call recording products, such as SMART Logger and Verint, to enhance communication capabilities and ensure comprehensive recording functionality. This includes configuring and optimizing the integration process to ensure seamless operation and compliance with customer requirements.

## **System Engineer, MNC Wireless Bhd**

*December 2014 – October 2015*

- Point of IT contact for internal staffs.
- Administer and maintain the company's Active Directory Service (ADS), NAS, and Zimbra email server.
- Perform upgrades and patching for company systems, including VMware vSphere.
- Involved in preparing AWS EC2 instances for customer projects and managing Identity and Access Management (IAM).
- Manage and coordinate internal server and database migration from on-premises to the AWS cloud in collaboration with other teams.
- Rack and stack server and perform system installation on bare metal hardware.
- Daily monitoring and routine preventive maintenance for network and servers.