Tan Chor Wai

Consultant

Located

Kuala Lumpur, Malaysia

Education

06/2020 - 10/2014

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

Certifications

- Microsoft Certified: Azure Solutions Architect Expert
- Microsoft Certified: Azure Administrator Associate
- Microsoft 365 Certified: Teams Voice Expert
- Microsoft 365 Certified: Teams Administrator Associate
- Microsoft Certified: Azure Network Engineer Associate
- CCNA
- CCNA Collaboration

Language

English

Mandarin

Bahasa Malaysia

Experience

09/2020 - Current

Microsoft Malaysia l Kuala Lumpur

Consultant

- Offering expert technical consultancy by assist clients with tailored design strategies and hands-on implementation of Microsoft's Operator Connect solution, ensuring they align seamlessly with both client current and evolving business needs.
- Engaged in advanced technical diagnostics, to deliver solutions to clients by addressing call-related challenges and crafting SIP Message Manipulation Framework rules tailored to meet specific client requests or rectify issues.
- Collaborating with engineering team on the solution design, development, testing, enhancing and release new features for Microsoft Operator Connect solution. This collaboration spans across various platforms including Session Border Controller (SBC), call flow diagnostic tools, monitoring utilities, and automation instruments.
- Hands on working with Microsoft Azure services such as Virtual Machines (VM), Function Apps, Azure Kubernetes Service (AKS), as well as its monitoring and alert functionalities.
- Responsible for day-to-day operation tasks such as handling tickets, monitoring and enhancing the solutions.
- Collaborate with clients and internal teams to understand the business goals, technical needs, and challenges.
- Craft technical documentation and deliver training internal and externally.

05/2016 - 08/2020

NTT Malaysia Solutions Sdn Bhd l Petaling Jaya, Selangor

UC Implementation Engineer

- Mainly focus on deliver Cisco Collaborations projects.
- Involve as a project engineer and lead project engineer to implement Cisco Collaboration products for various scale projects.
- Collaborate internally and externally on projects planning, project requirements gathering, architecture, implementation, and timeline.
- Provide technical troubleshooting/guidance and support to clients during implementation phase.
- Conduct thorough testing and quality assurance such as SIT and UAT to identify and resolve any technical issues and bugs.
- Conduct administrator/user training and prepare manual documentation as part of training to the customers.
- Perform change request (CR) upon request and provide technical support for tickets raise by customers.
- Experience in Cisco Collaboration product such as Cisco Call Manager (CUCM), Cisco Unity, Cisco IM & Presence, Cisco Unified Contact Center Express (UCCX), Cisco Voice Gateway
- Involve and experience in Cisco Telepresence systems.
- Integrate Cisco UC with Call Recording products such as SMART Logger and Verint.

12/2014 - 10/2015

MNC Wireless Bhd l Petaling Jaya, Selangor

System Engineer

- Point of IT contact for internal staffs.
- Manage & maintain company Active Directory Service (ADS), NAS and email server (Zimbra).
- Perform upgrade and patching for company systems (eg. VMware product (VSphere)).
- Involve preparing AWS EC2 instances for customer project and manage the Identity Access Management (IAM)
- Manage and coordinate internal server & database migration.
- Rack and stack server and perform system installation on bare metal hardware.
- Daily monitoring and routine preventive maintenance for network and servers.