

# SAW LIE WEI

## SENIOR SYSTEM ENGINEER

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D.O.B: 14<sup>th</sup> July 1990 | NATIONALITY: MALAYSIAN | SINGAPORE PERMANENT RESIDENT

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### WORK EXPERIENCE

**NTT DATA SINGAPORE PTE LTD | SINGAPORE**  
**SENIOR CONSULTANT**      APRIL 2022 - PRESENT



#### RESPONSIBILITIES:

- Design, Developing and deploying Azure Cloud based Systems in accordance with best practice, AIAS and IM8.
- Identifying, troubleshooting, analyzing and provide solution to infrastructure vulnerabilities and deployment issues.
- Interacting with clients to provide MS Azure cloud support and making recommendation based on customer requirement.
- Implementation of new cloud technologies and initiatives.
- Collaborate with the teams to enable application to run on Azure cloud Infrastructure.
- Provide migration assessment / migration from On prem application/Server to MS Azure cloud environment
- Identifying best practice of cloud services/ architecture based on customer requirement.
- Design and deploy Azure Disaster recovery plan to reduce chances of possible downtime or failure scenarios

**INVENTIVO PTE LTD | SINGAPORE**  
**SENIOR SYSTEM ENGINEER**      AUGUST 2021 – APRIL 2022



#### RESPONSIBILITIES:

- Plan, implement and deploy of IT projects.
- Project status update to stakeholders.
- Involve in technical support.
- Handle and manage technical escalation.
- Work with principals for technical resolution.
- Provide testing & POC on new technology and concept.
- Handle documentation and build knowledge base.

**CHASSASIA (SINGAPORE) PTE LTD | SINGAPORE**  
**SENIOR DEPLOYMENT ENGINEER**      JUNE 2020 – JULY 2021



#### RESPONSIBILITIES:

- Plan, implement and deploy of IT projects.
- Project status update to stakeholders.
- Involve in technical support.
- Handle and manage technical escalation.
- Work with principals for technical resolution.

- Provide testing & POC on new technology and concept.
- Handle documentation and build knowledge base.

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**KAWATEC PTE LTD | SINGAPORE**



<b>OPERATIONS MANAGER</b>	January 2020 – May 2020
<b>GENERAL MANAGER</b>	January 2019 – January 2020
<b>OPERATIONS MANAGER</b>	April 2018 – January 2019
<b>TEAM MANAGER / LEADER</b>	August 2017 – April 2018
<b>IT TECHNICAL SUPPORT ENGINEER</b>	May 2016 – August 2017

**GENERAL MANAGER**

**RESPONSIBILITIES:**

- Oversee daily operations of the company
- Share company's philosophy, vision and mission to all staff
- Creation and implementation of a strategy designed for company grow
- Looking to the future of the company and making key investments and investment recommendations
- Support the development of a healthy internal culture
- Oversee staff hiring and talent development programs
- Profit and loss review and implementation of improvement plan
- Taking responsible of Operations Manager roles

**OPERATIONS MANAGER**

**RESPONSIBILITIES:**

- Managing project team and maintenance team
- As project manager for project management
- Oversee project phase from beginning until project completion
- Manage post-sales support team
- Act as technical expert to propose IT Infrastructure design/ Network Security/ Backup & Restore plan (Pre-sales)
- Manage project schedule and progress
- Project standard procedure preparation and improvement
- Review project completion documentation
- Resources management on project team and maintenance team
- Sub-con management and coordination

**TEAM MANAGER / LEADER**

**RESPONSIBILITIES:**

- Lead and educate team member to ensure capability to support customers
- Technical lead to assist team member on high level support
- Relationship control between company and customers
- Consultation work to customers' IT Infrastructure maintenance and improvement
- Technical expert to support any cases
- Team schedule management and coordination with customer
- Monitor daily incident/task raised by customers
- Perform improvement work to increase customer satisfaction
- Preparation and improve standard operation procedure

## *IT TECHNICAL SUPPORT ENGINEER*

### *RESPONSIBILITIES:*

- Research and identify solutions to software and hardware issues
  - Diagnose and troubleshoot technical issues, including account setup and network configuration
  - Ask customers targeted questions to quickly understand the root of the problem
  - Track computer system issues through to resolution, within agreed time limits
  - Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
  - Properly escalate unresolved issues to appropriate internal teams
  - Provide prompt and accurate feedback to customers
  - Refer to internal database or external resources to provide accurate tech solutions
  - Ensure all issues are properly logged
  - Prioritize and manage several open issues at one time
  - Follow up with clients to ensure their IT systems are fully functional after troubleshooting
  - Prepare accurate and timely reports
  - Document technical knowledge in the form of notes and manuals
  - Maintain jovial relationships with clients
  - Report to Team Manager and the Managing Director
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## **ASIA FILE PRODUCTS SDN BHD | PENANG** **IT SYSTEM SUPPORT EXECUTIVE**

February 2014 - 2016



### *RESPONSIBILITIES:*

- Server administrator of **Active Directory, Microsoft Exchange 2010, Remote Desktop Service, File Server, ERP(Sybase 9.0), Kaspersky Security Center**
- Acting as the first point of contact for all IT & technical queries.
- Assisting users with computer, laptop, mobile devices, peripherals, and other issues.
- Administration on **Watchguard** firewall.
- Deploy and implement of server virtualization in **Microsoft Hyper-V** and **Citrix Xen**.
- Developing the infrastructure components (**Wireless access point, Managed Switch, VPN, Firewall, DNS, DHCP, ISP**) and systems to meet the company's needs.
- Deploy basic auto-scripting with **Windows Batch Script, VB Script and PowerShell**.
- Involved in the roll out of software updates and patches.
- Manage and update IT asset inventory.
- Deploy, implement, and monitor analog CCTV.
- Hand-on/remote support with VNC, Remote Desktop, Teamviewer.



**RESPONSIBILITIES:**

- Provide on-site physical and remote support of hosting server in **Data Center environment**.
- Support server hardware, **troubleshooting, parts replacement, cable management**.
- Perform physically lifting server to rack up into server rack.
- Perform data center start up and shut down activity.
- Deploy and configure **Microsoft Window Server 2003R2/2008/2008R2/2012** Operating System
- Installation of **Microsoft System Center Operations Manager** to servers
- Physical support backup **Quantum** tapes library
- Data Center IT Asset audit and update.
- Ensure Data Center Facility (cooling, lighting, power, security, rack space) functioning all the time.
- Participate in ITSM ticket requests-incident and task management
- Respond to 24/7 on-call to on-site or remote support any critical event.

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## IT TECHNICAL SKILLS

SERVER (**HP, DELL**, FUJITSU, LENOVO, HUAWEI, NUTANIX)

- MICROSOFT WINDOWS SERVER (ACTIVE DIRECTORY, DNS, DHCP, RADIUS, GPO, RDP, EXCHANGE, FILE SERVER, CLUSTER, HYPER-V, SQL)

HYPERVISOR (HYPER-V, VMWARE, NUTANIX AHV)

STORAGE (**SYNOLOGY**, FUJITSU, DELL)

- RAID MANAGEMENT
- LUN MANAGEMENT

SWITCHING AND ROUTING (**CISCO**, HUAWEI, UBIQUITI, HP, DELL)

- VLAN/TRUNK, ACL
- STATIC ROUTE

FIREWALL / UTM (**FORTIGATE**, PALO ALTO, CISCO, SONICWALL, JUNIPER)

- POLICY/ TRAFFIC MANAGEMENT
- HIGH AVAILABILITY, SD WAN, FORWARDING POLICY
- UTM (WEB FILTERING/ APPLICATION CONTROL)
- VPN (IPSEC/SSL CLIENT VPN, SITE TO SITE VPN)
- VIRTUAL IP AND NAT

WIRELESS ACCESS POINT (**CISCO**, UBIQUITY, MOTOROLA, ARUBA)

- CONTROLLER MANAGEMENT
- GUEST PORTAL (HTTPS)

CLOUD HOSTING (**OFFICE 365**, G-SUITE, CPANEL, PLESK)

- EXCHANGE ONLINE, SHAREPOINT ONLINE, ONEDRIVE
- AZURE (AIAS ARCHITECTURE, AZURE FIREWALL, NETWORK DESIGN, SITE TO SITE VPN)
- LICENSE MANAGEMENT
- TRANSPORT RULES, RELAY, MESSAGE TRACE, SPAM FILTERING

PABX (**CISCO,SONUS**)

- CISCO VOICE GATEWAY
- Cisco Unified Communications (UC) SUPPORT
- SONUS SBC (CONNECT TEAMS WITH ISDN/SIP)





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## PROJECT IMPLEMENTATION/ MANAGEMENT

- EMAIL HOSTING MIGRATION TO EXCHANGE ONLINE
  - EXCHANGE HYBRID
  - EXCHANGE CUTOVER MIGRATION
  - IMAP MIGRATION
  - 3<sup>RD</sup> PARTY BITTITAN MIGRATION TOOLS
- FILE SERVER MIGRATION TO SHAREPOINT ONLINE
  - CREATE ACCESS PERMISSION
  - DATA TRANSFER
- ON PREMIES SERVER MIGRATION TO AZURE VM
  - MIGRATE AD, DNS, DHCP
  - MIGRATE FILE SERVER
- CLUSTER IMPLEMENTATION
  - 2 HOSTING SERVER CLUSTER WITH SAN STORAGE
  - HYPER-V BACKUP WITH BACKUP EXEC
  - SQL CLUSTER SERVER
- OFFICE RELOCATION PROJECT
  - COORDINATE FOR CABLING JOB, DOOR ACCESS, PABX
  - COORDINATE WITH TELCO FOR COMMUNICATION LINE AND SERVICES RELOCATION
  - IT EQUIPMENT RELOCATION WORK

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## PROFESSIONAL CERTIFICATION

• Cisco Certified Network Associate (CCNA)	December 2011	
• EC-Council Network Security Administrator (ENSA)	November 2011	
• Nutanix Certified Professional 5 – MCI	January 2022	
• Microsoft Certified: Azure Fundamentals	June 2022	

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## ACADEMIC QUALIFICATIONS

<i>Bachelor of Technology (Hons) in Computer Systems and Networks</i> <b>Wawasan Open University   Penang</b>	<b>2012 – 2016</b>	<b>CGPA: 2.45</b>
<i>Diploma in Information Technology (Networking Support)</i> <b>Politeknik Tuanku Syed Sirajuddin   Perlis</b>	<b>2009 – 2011</b>	<b>CGPA: 3.29</b>
<i>Sijil Pelajaran Malaysia (SPM)</i> <b>Sekolah Menengah Kebangsaan Pulau Nyior   Kedah</b>	<b>2006 - 2007</b>	

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