

1. My Experience in the Asia Pacific region and the airline industry

I have more than **20 years** of experience in managing I.T. technologies, most of the time working with software vendors and delivered integrated solutions to end user companies.

During my employment (**1997 to 2012**) with Software AG (a German listed software vendor, who specialized in I.T. **integration technologies**),

- I was based in Hong Kong and had held **regional position** for more than 10 years.
- My responsibilities included the management of regional technical team and also **hands-on implementation** of selected projects for strategic clients.
- I have served clients in various industries including the airline industry (such as **Cathay Pacific Airways, Singapore Airlines** and **Philippines Airlines**).
- Below is an example of my technical hands-on experience:
 - During my final 2 years at the company (**2011 to 2012**). I was responsible for a newly acquired software and was put in charge of technical solution selling which resulted in a project implementation where I was responsible for the design and development of a web application for a bank in Singapore.

During the last 5 years, I worked for the following companies in area of **application software**, (in **airline retail** and **payments** solutions).

- Jul – Oct 2017: **ISG (Inflight Sales Group Hong Kong Ltd)**
Senior Manager, IT Development
- Mar – Jul 2017: **HSBC** (contract thru Chinasoft)
Senior Project Manager
- Feb 2014 – Aug 2016: **GuestLogix**
Project Manager, Asia Pacific

With the exception of HSBC projects, most projects described below were implemented starting from business requirement discovery stage until Go-Live.

At **ISG** (a duty-free concessionaire and an ex-customer while I was at **GuestLogix**):

- I joined the company to lead the development and delivery of an **airline retail solution** for **Philippines Airlines**, which was successfully launched on 1 Oct 2017.
- **Stakeholders** were internal I.T & warehouse operations team, multiple 3rd parties (see below) and various departments in the **Philippines Airlines** (including in-flight sales team & crews, I.T, cashier and finance department).
- A complex solution including the following was delivered:
 - **SaaS-based retail & warehouse app servers** (outsourced to 2 French suppliers)
 - hundreds of connected **mobile** devices, running **POS** app,
 - **mobile credit card payment** solution from Ingenico Philippines; and
 - **credit card settlement** with a local Filipino **bank**.
- **Post Go-Live tasks**: sales & inventory reporting and sales performance data analysis.

At **HSBC**, I was contracted to work in the **Global Mobile Payment Project team**.

- Initially, I was assigned to work on Proof of Concept project involving integration with **AndroidPay** (now Google Pay) and Android Native App.
- Later, I worked as portfolio manager to manage a portfolio of about 20 mobile payment projects involving integration with **ApplePay**, **AndroidPay** and **SamsungPay**. I have also participated in the daily **scrum meeting** with HSBC's development team.

At **GuestLogix** (a Canadian provider of **airline retail applications** with mobile POS, payment gateway and warehouse & reporting portal solutions):

- I have successfully managed the **airline retail** solution implementation for several airline customers: **China Southern Airlines**, **Tigerair Taiwan**, **Tigerair Singapore** (now part of Scoot), **Malaysia Airlines** and **Vanilla Air**.
- I have also delivered a point solution with US-based Panasonic Avionics in the integration of its IFE (In Flight Entertainment system) with GuestLogix's payment gateway for **Scoot**.
- During the above-mentioned airline retail solution implementations, I have conducted several Business Requirement Discovery and Functional Requirement **Workshops** and have prepared **documentation** such as Business Requirement Documents, Functional Requirement Documents, Configuration & Change/Enhancement Documents, UAT plans, etc.,
- The solutions allowed airline crews to conduct **digital sales** on-board using mobile POS devices, which upon landing sent data to **payment gateway** and **web server** for further processing and reporting. The web-based solution included a warehouse portal system which has integration (APIs) with the mobile apps.
- The **team** members whom I have managed included Hong Kong-based BAs (Business Analysts), Canada-based solution architects and India-based developers (who used agile methodology).
- **Post Go-Live responsibilities**: ongoing customer support & accounts management, retail product & promotion setup, and sales analytical reports,

2. [My Other Experiences](#)

In between GuestLogix and Software AG employment, my **entrepreneurial drive** got me into my own venture to **design** and **build white-label multi-lingual mobile apps** for the **Hong Kong financial planners**. The app utilized various cloud technologies such as Cloud API and Google Analytics.

3. [My passion and ability in learning new technologies](#)

I possess the **passion to learn and acquire new skills and technologies**. As an example and as mentioned above, I have taken the opportunity in between jobs during 2013 to learn and understand smartphone application development process. I have designed and implemented a **mobile app framework** which leveraged the cloud/API technologies such as Google Analytics and MBaaS (Mobile Backend as a Service), which resulted in the white-label mobile apps mentioned above.

4. [Skill Summary](#)

I am very skillful in using **office software** and many **productivity tools** available from the Internet in my day to day works including presentation & demo preparation, customer background & competitor analysis, and during project implementation (such as application testing and debugging).

I have talent in using Microsoft **PowerPoint animation** in turning complex technologies and solutions into easy to understand concepts. Using **Microsoft Excel's** complex formula, I have analyzed sales data and have produced customer reports such as sales performance analytic reports.

My I.T. technical skills include HTML, JavaScript, Java, SQL and NoSql.

5. [Languages & Education](#)

Written: English and Chinese

Spoken: English, Mandarin (Putonghua), Cantonese, simple Bahasa Malaysia and casual Japanese.

Education: Bachelor of Science in Mathematics from the Science University of Malaysia (major study computer science)