

Zhang Ming Wei

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EDUCATION & PROFESSIONAL SUMMARY

- Master in Engineering Business Management
- Bachelor in Software Engineering & Information Technology
- CGEIT - Certified in the Governance of Enterprise IT
- Senior IT/Process Engineer with 17+ years of progressive experience in industries relating to Manufacturing, IT, Logistics, Warehouse, Supply Chain Management and R&D/DevOps. Diverse professional experience in international settings in Singapore, China and USA
- More than 5+ years IT manager/Tech Lead experiences in driving large, cross-functional and multicultural teams in the delivery of multiple concurrent projects on time and within budget
- Proven ability to work with world-class OEM (HP and Microsoft) and ODM (Foxconn) in Process & solution Engineering; B2B/SAP/Warehouse Management/Automation System integration and IT/Data related Projects
- An effective communicator who is capable of translating complex technical and engineering ideas into actionable solutions. Excellent ability to engage vendors, stakeholders across all levels to bring about commercial and business growth as well as achieving organisational KPIs.
- Data-Driven, Result Oriented, Hands-On everything and Keep learning through the entire career

AREAS OF EXPERTISE

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|---|---------------------------------------|---|
| • Automation Solutions Engineering | • Industry Engineering Management | • IT Operation/Engineering Support |
| • B2B/Warehouse process mapping and system design | • IT Project Management | • Supply Chain Management |
| • Data Analysis (Data Driven Projects) | • Manufacturing Process Engineering | • Fast Fulfilment Management and Solution |
| • System Analysis /Architect/Coding | • Stakeholder Management | • IT Supplier Management |
| • BI Data Design and Enhancement | • Strategic Leadership | • Vendor Management |
| • ERP (SAP) Project Management | • System Integration | • Certified IT Governance |
| • SAP System Deployment and Training | • Tech Team Supervision & Development | • Engineering Research |
| | • IT Solution (Hardware and Software) | |

PROFESSIONAL EXPERIENCE

FTDI, SINGAPORE

Aug 2018 – Present

IT MANAGER (UK, US, CN, TW, VN)

Responsibilities:

- Certified IT Governance (CGEIT)
- Regional Role, and report to the R&D director and CFO directly

- Identify IT or sales operation problems and design effective solutions
- Create flawless SAP sales and operation process
- Integrate the B2B/WMS/BI system with SAP B1
- Provide IT support to the development department, including hardware and software issues
- Oversee the overall system integration and design the business intelligent system and setup, including sales report, production report, inventory report and ageing report
- Design & Build IT security process and manual from scratch
- New server room design and setup
- Lead 9 technical specialist from multination (4 people from Singapore local and 5 from each country)
- Sales Operation Process transformation, include CRM, Order Management, Quotation and Logistic.
- Manage all IT suppliers from TW, Singapore and UK.

Key Contributions / Career Highlights

- Enhanced the existing SAP system to meet the UK digital tax project requirement
- Drove the IT/SAP/BI department effectively with zero IT issue escalation from the sales operation and R&D team
- Launched the first version of IT security manual and sign off by the management team, which passed the ISO audit
- Design warranty card online registration system and deploy to real world successfully, link to SAP and global fulfilment system within 2 weeks
- Re-engineering warehouse barcode scanning system with economic solution and Sunset old system
- New office and server room IT renovation design, budgeting, installation and sign off

MENTOR MEDIA, USA

Mar 2017 – Aug 2018

TECH LEAD (PROCESS & IT)

Responsibilities:

- Lead the B2B section in servicing the OEM customer on IT on-boarding process and EDI solutions
- Liaise with the warehouse on auto-pick & pack the AGV solution and oversee the 3PL project
- Revamp the BOSE sound testing production setup
- Conduct periodical IT security audit on Microsoft
- Map the process of the HP Battery Recall Program and design, automate and set up all barcode related equipment
- Design MS USB Cloning production process and fulfilment process
- Call Centre IT and operation support
- Warehouse Fast fulfilment process design and system support
- Report to Regional VP directly and lead 4 engineers from IT and process

Key Contributions / Career Highlights

- Automated the Buddie Box fulfilment process, resulting in the achievement of same-day delivery
- Increased 5% of production output by redesigning the Microsoft USB cloning process
- Cut at least 10% of resources costs monthly by integrating WMS fulfilment system into Universal Audio SAP system
- Boosted efficiency by 5% through the deployment of a manufacturing cell concept that split the fulfilment process into mass production and single production

HP, SINGAPORE

Jul 2011 – Feb 2017

SME PROCESS AND CAPABILITY

Responsibilities:

- Part of HP Technology & Operation team
- Serve as the SME in designing, deploying and training staffs on the HPE sales operation ticketing system
- Identify problems and produce effective solutions in SAP Fusion order loading
- Represent the HP WW sales & operation in the HP SMO Project (Split into HP and HPE) and Sign off B2B/B2Bi system, after 3 months of testing
- Execute all-new B2Bi customer EDI on-boarding project in HPE
- Monitor ecommerce system development project in SDLC and sign off

Key Contributions / Career Highlights

- Successfully re-engineered the customer master setup process, which helped me winning the L6 greenbelt project
- Won 3,2,1 OM&C awards for enabling the H3C OP1 cutover with concierge operations running smoothly to support the china EG Biz, successfully achieving 100% SLA of 4 hours
- Conserved 30 hours monthly by enhancing the HP customer master online system setup and training the eBiz team
- Improved the accuracy of KPI data by 5% by reformatting the Tech-Direct ticket reporting
- Recognised for designing and deploying the automated Customer Profile Setup workflow tool to SEAT Sales & Ops team in KL Call Centre
- Commended for the contribution in the Making a Difference FY14 Program by Robert Pepler
- Acknowledged in the Living Our Values FY14 program for the uncompromised integrity and results through teamwork
- Acknowledged in the Living Our Values FY14 program for the results through teamwork

MENTOR MEDIA, CHINA

Dec 2003 – Jun 2011

PROCESS ENGINEER

Responsibilities:

- Started as Engineer Assistant on training in Singapore for six months
- Govern all OEM & ODM Microsoft related project
- Create system solutions that complied with Microsoft standard
- Enhance the intelligent production line system and substituted the online QA manpower
- Provide system support to HP CPMO 24X7 operation
- New branch factory and production line setup
- Report to China Region VP directly
- Lead 9 team members from process engineering, IT department.

Key Contributions / Career Highlights

- Gained insights on Microsoft licensing Procedure and Policy, post-working in China
- Completed five new branches set up in different cities
- Promoted to Engineering Manager, which reported to the General Manager
- Achieved 100% Pass Microsoft IT Security audit and compliance audit every year
- Established a new ESD production line to pass the HP engineering audit and improved its efficiency by 10%
- Created a production tracking system to achieve the Green Partner qualification in collaboration with the in-house programmer
- Completed the first Microsoft co-location project in Wuhan Foxconn factory as a project manager
- Served as Lead Engineering and IT team Support HP CPMO production line 5 years with zero escalation

EDUCATION & CERTIFICATIONS

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| 2020 | MASTER IN BUSINESS ENGINEERING MANAGEMENT, CONVENTRY UNIVERSITY |
| 2015 | DEGREE IN SOFTWARE ENGINEERING, OXFORD BROOKES UNIVERSITY |
| 2003 | DIPLOMA IN MANUFACTURING ENGINEERING, NANYANG POLYTECHNIC |

Certificate in **CGEIT | MCP | Piano Level 9 | ISACA Professional Member**

MISCELLANEOUS INFORMATION

Nationality: Singapore Citizen
Languages: Mandarin and English (both read and write in fluent level), Japanese learning in process
Notice Period: 1 Month
Expect Salary: Above 6.5K

Technical: Microsoft licensing P&P, NPI process, Time study, Production line balancing, System automation, Coding in JavaScript, PHP, PYTHON, SQL, VB/VBA, Shell scripting in Linux, PowerShell, SAP, IT Security, Lean 6, Data mining, Label/RFID/Scanner Design. Microsoft Tools/Server configuration, CGEIT

Others:

- Mercury Rock Band keyboarder and Vocalists performed in Tony Tan president birthday in Singapore Sembawang community club
- Chinese Culture Club Member
- Nanyang Polytechnic Representative in Singapore Robotic Games Y2003
- Full marathon runner (completed with 6 hours 15 minutes)