75 Ayer Rajah Crescent
#01 – 04
Singapore 139953

Consultant in charge: Nicole
DID: 6737 7990
Fax: 6737 7556
Email: Nicole@kschr.com

Position applying for: Head of IT

Personal Information

Name   : Zhang Ming Wei
Nationality   : Singaporean
Age   : 40
Gender   : Male
Address   : Seng Kang

Working Experience

Aug 2018 – Present
FTDI Chip, SINGAPORE
IT MANAGER (UK, US, CN, TW, VN)

- 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.

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

Reason for leaving: Open for opportunities

Mar 2017 – Aug 2018
MENTOR MEDIA, USA
TECH LEAD (PROCESS & IT)

- Lead the B2B section in servicing the OEM customer on IT on-boarding process and EDI solutions
- 3PL Project (manufacturing in China and fulfill in USA , Provide System Integration with DHL or UPS/Support /Onboarding;
- Warehouse Management System Design,
- Testing & Implementation;
- HP Battery Recall Program (Process Map);
- Dell PPID and Media Support Process (Label
- Design, automation and all barcode related
- equipment setup);
- Amazon/shopify system integration with WMS (load order in WMS system using Python or Shell scripting);
- 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

Reason for leaving: Project ended and back to SG

Jul 2011 – Feb 2017
HP, SINGAPORE
Manager II (SME in Customer Master Data)

SME PROCESS AND CAPABILITY
- 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

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

Reason for leaving: Was requested to help out in Mentor Media projects in USA

Dec 2003 – Jun 2011
MENTOR MEDIA, CHINA
PROCESS ENGINEER

- 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

Reason for leaving: Better opportunity was given

Technical Skills

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

Education

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

Others:

Current drawn: $5200 (Basic) Excluding AWS + 1 month VB
Expected Salary: $6500 – 6700 (neg)
Availability: 2 months notice period (may be neg)