CURRICULUM VITAE

Name	**Chuah Koon Jin**
Mobile	+6012-2983667 (Malaysia)
EMail	kjchuah@gmail.com
Date of Birth	21-11-1968
Qualifications	Bachelor of Information Technology University of Queensland, Australia

Career History

Dec 12 – Current	(2) Professional Services Manager (1) Project Manager/Technical Consultant (Contractual) SLA Mobile Sdn Bhd
Mar 04 – May 12	(3) Head of Platforms & Tools, Resource Center Planning (2) B2Bi Competence Center Manager – Americas, Customer Integration Services (1) Principal Project Manager, Program & Solution Management DHL Asia-Pacific Information Services Sdn Bhd
Oct 99 – Feb 04	Consulting Manager, Oracle e-Business Practice MSTi Corporation Sdn Bhd (HSO Business Systems Sdn Bhd)
Oct 98 – Sep 99	Senior Consultant, Business Consulting Practice Arthur Andersen & Co
Apr 98 – Aug 98	Senior Consultant (Contract) Relevant Business Solution Sdn Bhd
Sep 96 – Apr 98	EDP Head Trox (Malaysia) Sdn Bhd
Sep 95 – Sep 96	Asst EDP Manager Bristol Trading Sdn Bhd
Jan 93 – Sep 95	Systems Analyst Read-Rite (M) Sdn Bhd

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Detailed Resume

<u>SLA Mobile Sdn Bhd (Dec 12 – Current)</u>
SLA Mobile is a mobile solution provider that has presence in EMEA & Asia that works with Mobile Operators& BSS providers globally to exploit the opportunities from unlocking and **monetising** *network assets*. SLA providing End-to-End Software Delivery Lifecycle which essentially covers Programme/Project Management, Technical Business Analysis, Architecture (Cloud/SOA/Web Services), development, deployment support & quality assurance. SLA Mobile delivers project in area such as Direct Operator Billing, API Management, Charging & Rating Development, Vodafone GIG & Mondrian, Vodafone Billing Integration, Telco Operator Billing Integration

Roles & Responsibilities:
(2) Professional Services Manager
1. Maintains a thorough knowledge of the organization and adheres to all organizational standards.
2. Manage team members and ensure the projects meet specific client requirements
3. Manage and coach a diverse team of talented Project Managers, Solution Architects, Software Engineers, Test Engineers and System Engineers
4. Actively manage client accounts and complex projects
5. Develop project opportunities with new and existing clients
6. Set deadlines and manages workload of professional services team
7. Serves as escalation point for all matters related to professional services team
8. Mentor team members and provide feedback to grow and improve skills
9. Consistently strive to improve service quality levels and identify opportunities to create value added services, products, and procedures
10. Maintain final responsibility for all professional services activities and performance
11. Have ultimate responsibility for efficiency, productivity, and profitability of professional services team
12. Managing resources utilization
13. Responsible for building up team skillset in API Management (WSO2 API Management & Oracle Service Bus & API Management)
14. Provide the appropriate level of support leveraging experience and expertise to enable the capability to develop consistency for the Professional Services go-to-market plan; spanning processes, methodologies, operations, tools, best practices, key performance indicators (KPIs), training and knowledge sharing.
15. Document methodologies and best practices for Professional Services based services in order to facilitate continuous service quality improvement.
16. Work in conjunction with other regional technical resources to share key knowledge, best practices, business opportunities, and to provide on-going support and guidance to team on technical, delivery, and operational issues. Helping team work through obstacles to their success.
17. Responsible for the successful delivery of all consulting services engagements
18. Hire, train, mentor resources and ensure resource pool is adequately skilled , professionally trained and assimilated into the organization

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19. Negotiate rates, project costs, terms and conditions of work & contracts + other factors of a commercial nature in relation to Professional Services delivery
20. Works closely with Management team to ensure project staffing & project profitability requirements are met
21. Accountable for service standards metrics, ensuring all service standards are managed and monitored consistently, taking the appropriate action when these service standards are not met.
22. Accountable for identifying and effecting continuous improvement and service delivery excellence opportunities throughout the operations functions by identifying and adopting best practices.
23. Enable efficient and qualitative proposals for customers, by ensuring appropriate needs definition, analyzing customers environment and expectations
24. Own the relationship with Sales and Marketing on the defined practice. Work closely together with Sales and Marketing to follow-up on new opportunities, sell new projects and develop revenue

(1) Project manager & Technical Consultant (Contractual)

Project/Assignments:
Intigral-Viva Kuwait (Kuwait City, Kuwait):-
Assigned to work for Intigral (Joint venture of Saudi Telecom Company & Astro Malaysia) and allocated to work with end customer Viva Kuwait (One of Kuwait's Telco Operator) primarily focusing on migration of Viva Kuwait's third party Service Providers and Content Providers onto Intigral D5 Platform with objective to simplify the management and configuration of all Value Added Services (VAS) offered by VIVA Kuwait through its Service Providers and Content Providers; focusing on streamlining of new service on-boarding process, simplified infrastructure, connection protocol, as well as subscription and content management for Service and Content Providers, provision of user-friendly portal for VAS management for operators as well as management of VAS subscribers This ultimately makes Intigral an Aggregated Service Provider to aggregate and integrate all existing and future VIVA Service Providers and Content Providers.
Act as Technical single point of contact liaising between Kuwait Service & Content Providers & D5 technical team based in Riyadh & Dubai on migration activities.

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DHL Asia Pacific Information Services Sdn Bhd (Mar 04 – May 12)
Head of Platforms & Tools, Consulting Practice, Global Resource Center

Roles & Responsibilities:
(3) Head of Platforms & Tools, Consulting Practice, Global Resource Center
1. Manage DPDHL B2B EDI Customer Gateway (DCG) product roadmaps. Ensure alignment with Business/Demand IT, Professional Services domains, Production Services, Messaging Competence Center and 3rd party vendors
2. Responsible for global DHL B2B EDI Gateway product & associated development tools & platforms (GXS, webMethods, Axway Cyclone, Cisco Ace XML gateway) strategy, roadmap, architecture & governance
3. Manage product vendors, supplier relationships and work with License Management for on monitoring of license usage as well as contracts & annual maintenance renewal
4. Responsible and participate in service improvements, initiatives, new service offerings, cost optimization as well as market share growth related opportunities
5. Responsible for defining and maintenance of B2B EDI gateway platform development standards and best practices
6. Interface to IT Services Design Authority and related bodies
7. Responsible for promoting and marketing of the product capability and services to various DHL business units
8. Co-responsible with Service Management for the overall effectiveness & profitability of the Gateway commercial usage
9. Responsible for definition, implementation and enforcement of all gateway product platforms Service Level Agreements
10. Responsible for definition of gateway product capacity KPI and limits as necessary for B2B EDI gateway capacity planning and provision of reporting tools for visibility into utilization of gateway for capacity monitoring and planning.
11. Responsible for provision of B2B EDI gateway transaction monitoring and visibility tools
12. Responsible for B2B EDI gateway platforms knowledge management repository
13. Responsible for regular review and identify across the B2B EDI gateway product suites, for areas of process improvement and potential optimization in driving total cost of ownership optimization
14. Responsible for 3rd level support on the B2B EDI Gateway platform & associated product suites support for production/live system support and rendering expertise support to development team on solution design and platforms & tools usage
15. Responsible for B2B EDI gateway platform system maintenance incl. patch upgrades, bug fixes and regression testing activities
16. Responsible for thedevelopment, maintenance and communication of B2B EDI Gateway platform product knowledge
17. Major projects undertaken: Relocation of US based B2B EDI Gateway to Cyberjaya & Prague Data Center. Re-architecting & expanding the Cyberjaya & Prague B2B EDI Gateways

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(2) B2Bi Competence Center Manager (Americas), Competency Center, Customer Intergration Services (Jan 06 – Mar 09)

Predominantly responsible for DHL Express & DHL Exel Supply Chain business units' customers messaging integration projects. Manage a team of developers that specialized in fulfilling external customers' messaging integration needs by using GXS AI development tools & GXS Enterprise.

1. Takes responsibility for the successful completion of major projects and programs of work, establishing and maintaining the correct structures to control and monitor the deliverables to the business in line with disciplines laid down by GIS Process and Prince2.
2. Ensures that comprehensive project, quality, and risk plans for projects of a complex nature are prepared and maintained, getting relevant GIS 'suppliers' on board early to identify potential implementation issues, check fit with 'aspired to' technical architecture, and co-ordinate the resources that will be needed later for successful deployment, in line with GIS Process processes. Monitors and controls team performance against plans in line with disciplines laid down by GIS Process and Prince2.
3. Ensures that significant problems are identified at the earliest opportunity and that solutions are identified and implemented in line with the change control process. Monitors and controls allocated human and material resources, associated revenue costs and all capital costs against the project budget in line with disciplines laid down by GIS Process and Prince2
4. Leads multiple large project teams, developing and maintaining human and material resource plans and monitoring the deployment of individuals to ensure that they are contributing effectively whilst developing skills and experience.
5. Liaises with other managers within the IS and ICT functions and within the business (including external customers); manages expectations for projects.
6. Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and actioned. Produces appropriate documentation to support these processes and then communicates the 'business benefits' achieved back to stakeholders in line with GIS Process.
7. Maintains effective financial and project progress forecasting, planning and reporting processes
8. Advises project staff line managers on the development, training and appraisal issues for project staff.
9. Ensure that all documentation is completed and up-to-date following testing (eg updating Project Test report following UAT and TAT), in line with GIS Process processes
10. Builds good relationships with the business so that GIS know at an early stage what customer opportunities will generate major tasks and can plan ahead on that basis such that resources can be planned, in line with GIS Process 1

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11. Gets relevant GIS 'suppliers' on board early to identify potential implementation issues and risks, assess need for feasibility studies, check fit with 'aspired to' technical architecture, and co-ordinate and pre-plan the resources that will be needed later for successful deployment, in line with GIS Process processes.

(1) Principal Project Manager, Shared Data Services, Program & Solutions Management (Mar 04 – Dec 05)

Assigned to spearhead the Reference domain of Shared Data Services which covers the following global programs for DHL Express:
- Global Reference Database (GREF)
- Electronic Service Directory (ESD)
- Common Reference Database (CRD)
- Service Capability Engine (SCE)

- Primary responsibility is to ensure that the programs and the many projects produces the required deliverables, to the required standard of quality and within the specified constraints of time and cost.

- responsible for Project Management of the software solution from the initiation of the project through requirements gathering, design, build, acceptance and Beta testing.

- responsible for the management of the risks including the development of contingency plans.

- Define and convene, as necessary, Project Teams including Regional and Country Management representatives as well as Customer Representatives where appropriate, to refine the Purpose, Scope, Deliverables and Success Criteria for each Project.

- Conduct Business Analysis in support of the Project, ensuring properly formulated and documented proposals for the Business Solution and enhancements to existing Solutions. These are to include the current and project service, cost and productivity levels.

- Rigorously manage the scope of business analysis to ensure:
    o eventual solutions solve the identified business problem or opportunity
    o are not 'over engineered'
    o will deliver on time and within budget

- Ensure that 'intra-system' dependencies are highlighted and included within the proposed scope of work.

- Manage the final review of Business Requirement Statements ensuring, consistency with the proposed Business Solution and fitness for operational use. Review scope and if necessary re-scope, to ensure the solution is delivered in the required

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timeframe. Ensure dependencies on other Business Systems are identified and actions taken. Identify business processes which may need to be re-designed. Ensure the Systems Requirement Statements are communicated and agreed to by all concerned parties.

MSTi Corporation Sdn Bhd (HSO Business System Sdn Bhd) (Oct 99 – Feb 04)
Consulting Manager
Oracle e-Business Practice

MSTi Corporation (MSTi) a local Systems Integrator focusing on Oracle's products, namely Core Technology and e-Business suite.

The Oracle e-Business Practice specializes in providing implementation services for ERP, Supply Chain Management and CRM products. My primary roles and responsibilities are in managing a team of Functional and Technical consultant resources in delivering Baan & Oracle ERP project deployment/implementation, which includes managing project resources allocation, project budgeting as well as to compose, organize and coordinate implementation activities to ensure projects are completed on schedule and within budget. Coaching of team members in seeking convergence in a project environment with a myriad of dynamic matters that requires commitment from the clients' team leaders and key end users to uncover amicable resolutions for all parties concerned. From Pre-Sales perspective, was responsible for product demonstration, addressing RFP/RFQ, solution design and preparation of sale proposals.

ERP projects that have been successfully implemented while with MSTi/HSO Business System include an IT service provider, pharmaceutical products manufacturing and trading, integrated poultry supplier and various high tech manufacturers.

1. To coach and guide team members on developing and managing of work plans, stakeholder assessment and communication plans, risk and issue mitigation and resolution plans, status reports, and dashboards
2. To manage and mentor team members to deliver achievable results in a timely manner while understanding the broader implication of the effort on the overall organization
3. To lead and be responsible for the successful rollout of all clients new ERP system.
4. To lead, guide and mentor all the project team members during the implementation phase, to coach team members on effective communication and decision making skills
5. To coach team members by exhibiting troubleshooting skills to address the project-related issues as well as human resources needs of team members, and make quick, informed decisions about technical problem area
6. To use a variety of process improvement methodologies (e.g., current state analysis, root cause analysis, workflow diagrams, future state analysis, cost benefit analysis, organizational change management and design)

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7. Monitoring of team members in matters dealing/addressing of project budget allocation issues and deliverables. To participant in client project review meetings and ensuring strategies and methodologies are adequately deployed to ensure milestones are met on-time and within budget.
8. To act as escalation point for both internal and external for project issues, problem & risks encountered and to provide appropriate advice on resolution
9. To convey a concise, convincing, fact-based and metrics driven business case to implement short and long term strategic objectives that help to achieve the client's goals
10. To advice and participate in discussion with Senior Management on product strategy and direction, team organization structure optimization, implementation methodology, value added services

Arthur Andersen & Co. (Oct 98 - Sep 99)
Senior Consultant

While as a Senior Consultant in Arthur Andersen, I was attached to Business Consulting division, Baan ERP group. My primary roles and responsibilities include providing application education and consultancy in relation to customer's business requirements, providing first line support to customers during implementation and to ensure and track acceptance of deliverable items. In addition, I was assigned as a project leader for implementing BaanIV Distribution & Finance modules for Makonka Electronics Sdn Bhd, a television assembly plant located in Meru Klang. In a subsequent project, I was made in-charge for the implementation of BaanIV Manufacturing modules for Beautiful Enterprise Co. Ltd., an OEM for AIWA products, in Hong Kong and Shenzhen China.

1. To deliver project based consulting activities, through the entire project lifecycle, on ad-hoc and medium to long-term engagements.
2. To conduct Business analysis and process re-design in the context of an ERP implementation.
3. To conduct comprehensive GAP analysis, outlining identified GAPs along with optional solutions together with cost and resource estimates.
4. To engage in business decision maker discussions related to agility, business value, and business processes
5. To liaise and work with client on the activities: business process design, key configuration workshops, GAP identification, functional design, test planning, test execution, data migration strategy, go-live strategy and planning and user training execution
6. To be responsible for problem identification, software specification and/or design, implementation, documentation, testing, client training and solution deployment adheres to stipulated Methodology.
7. To interact with company and client managers on cost/schedule monitoring.
8. To comply with financial responsibilities which include project cost estimating, proposal generation, invoicing, and ensuring execution of projects are delivered on time and well within budget
9. To build and maintain client relationship

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10. To conduct pre and post-sales demonstration of system to clients.
11. To participate in sales and proposal presentations as required
12. To be responsible for achieving defined utilization and revenue goals
13. To identify additional product/services opportunities in customer organization

Relevant Business Solution Sdn. Bhd. (Apr 98 – Aug 98)
Senior Consultant (Contract)

Relevant Business Solutions (RBS) is a Malaysian company located in Kuala Lumpur that specializes in BaanIV ERP software projects implementation. I basically served as a Senior Consultant on a contractual basis. While in this capacity, my duties were mainly projects implementation on BaanIV ERP software that encompassed project scheduling and planning, and the conduct of detailed Business Analysis on the overall business processes and information flow of the client. In addition I have also conducted User Training, Conference Room Pilot with the client to simulate their daily interactive operations between various departments in order to efficiently utilize the BaanIV system to fulfil their ultimate requirements. Finally, in such BaanIV implementation projects I also supervised the parallel run of the existing and new BaanIV systems and onward to the live run.

My other involvement whilst at Relevant Business Solution was in a project in Taiwan R.O.C to implement Baan IV Finance package for a CNC machine manufacturer.

Trox (Malaysia) Sdn. Bhd. (Sep 96 - Apr 98)
EDP Head

Trox is a German-based air-conditioning distribution units manufacturing company located in Senawang, Negeri Sembilan. As an EDP Head, I managed the EDP Department, reporting directly to the Financial Director. While in Trox, I implemented the BaanIV Integrated manufacturing software financial package, liaising with consultants from Baan Malaysia and Origin Malaysia/Singapore on all aspects during the implementation project. During this project I also customised and tailored existing reports specifically to cater for end users' needs with respect to BaanIV Financial package. My other duties in such capacity as EDP Head include the administration and support of the HP9000 UNIX server, which housed the BaanIV application software and database.

On the technical facet of my job function, I oversaw all aspects of the Novell 4 server, LAN and all IT peripherals administration, operations and related purchasing activities. I also developed in house software programs for end users using Microsoft Visual Basic, and constantly provided IT solutions to further enhance and improve the efficiency and productivity of the overall organization and ensured corporate IT standards; policies and procedures are implemented and complied with.

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Bristol Trading Sdn. Bhd. (Sep 95 - Sep 96)
Assistant EDP Manager

Bristol is a Malaysian Office Furniture manufacturing company located in Kuala Lumpur. I managed the EDP Department and reported directly to the General Manager. My duties include the maintenance of the Baan (Triton) MRPII package (Distribution and Finance) that runs under the IBM RISC R/S6000 on an IBM 230 server and all other computer peripherals at the head office and factory. In my capacity as Assistant EDP Manager, I liaised with users of all Departments on Business application and manufacturing processes in relation to MRPII implementation, and participated in the management team during weekly meetings with the Managing Director to discuss and decide on company's Business plans and strategies and to solve other daily operational related problems and issues. Finally, I was responsible for developing the EDP Departmental budget and liaised with vendors on all purchases of computer peripherals in the company.

Read-Rite (M) Sdn. Bhd. (Jan 93 – Sep 95)
System Design, Programming, Hardware/Software support, System Analyst

Read-Rite is an American firm specialising in Thin Film Head Manufacturing with its assembly plant located in Penang, Malaysia. I reported to the Head of CIMS division, IS Department. I started my career as an Analyst Programmer and was subsequently promoted to a System Analyst. I participated actively in most computerisation projects typically in the area of manufacturing and engineering processes. During these projects I was exposed to the intricate concepts of Project Development life cycle under the environment of LAN & WAN. The programming languages that were used during such projects include QuickBasic, Clipper5.01, C-Language, Z-80 Assembly code and 4GL RDBMS, developing specific manufacturing applications on platforms such as Novell Netware3.11, Windows NT and SUN Unix. In addition to programming languages, I was also exposed to concepts and practicality of TCPIP protocol, and was directly involved in the network connectivity aspects of all computer hardware peripherals. My other responsibilities include maintenance of all PCs and printers at the production line, and liaison with Engineers from various departments on all Engineering Statistical and Yield reports generation issues.

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Training Courses Attended

- HSA/HDA Product Knowledge course by Read-Rite (M) Sdn. Bhd.
- Frontline Leadership training course by Zenger Miller
- Microsoft Windows, Word, Excel course by Informatics
- HP-UX 10.x System Administration for HP9000 course by Hewlett Packard
- Fast Track To SYBASE course by Delteq Technology Sdn. Bhd.
- Foundation Logistic/Finance by Baan Education Asia Pacific (M) Sdn. Bhd.
- BaanIV Distribution Electives by Baan Education Asia Pacific (M) Sdn. Bhd.
- An introductory course on Baan Supply Chain Management, Planner Module.
- Oracle Financial Bootcamp Training R11i
- Oracle Applications – Implement and Use Oracle R11i
  - Navigating Oracle Applications R11i
  - Order Management R11i
  - Purchasing R11i
  - Pricing & Advance Pricing R11i
  - Inventory R11i
  - General Ledger R11i
  - Account Receivables & Account Payables R11i
  - Cash Management R11i
  - Asset Management R11i
- ISO 9000 Documentation & Implementation Training
- The 7 Habits of Highly Effective People Training Program by Franklin Covey
- PRINCE2
- DHL ITS Process Certification
- DHL Essentials Management Skills Programme
- Soft Skills in Management
- PLDP (Professional Leadership Development Program)
- DHL First Choice Master Bronze (Lean + Six Sigma)
- Lego Serious Play – Team Identity (fostering of creative thinking through team building metaphors of organizational identities and experiences using Lego bricks.