

CHEW KIAN LENG

Personal Resume



Personal Particulars

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Day of Birth: 24/10/1973

Gender: Male

Nationality: Malaysian

Marital Status: Married

Language: English, Mandarin, Cantonese and Malay

Executive Summary

Summarize as a strong leader in both Service Delivery and Project Management, Strategize, Lead Process Driven and Problem Solving on a couples of MNC companies and its clients in various fields/industrials globally. An exceptionally strong people management skill with good communication and motivation skill help to deliver efficient and effective team in company. Posses deep understanding on the importance of been diversify, and working with people at all levels and different cultures across the globe. Posses solid technical support experience allowing good understanding of current technologies and trend available in the current market. (e.g.: virtualization, security and etc...)

Career Objectives

To growth and advance my career to the top management, and with more then 10 years of extensive experiences in IT industry that can further assist to improves efficiency and effectiveness.

Core Strength/Specialties

Prince2 Specification:

Prince2 Methodology on Project Delivery

ITIL specialization:

Incident Management, Configuration Management, Change Management, Problem Management and Release Management

Technology Specialization:

MS Server OS NT/2000/2003/2008/2012 Platform, VMWARE, Hyper-V, Citrix, HP Blade Solution, Microsoft ISA, Microsoft System Center, Microsoft Windows Updates, Open Source Firewall/Proxy solution, CheckPoint, Penetration Testing, Microsoft SharePoint and Microsoft Clustering.

Others:

IT Infrastructure Transition and Transformation. Project Management, Service Delivery, Creative Problem Solving, Lead by Examples, Processes Driven, Resourcefulness and Vendor Management.

Work History

IT/Project Manager - Huat Consulting

Work Type : Permanent

Work Period : **Oct 2012 - Current**

Nature of Business : System Integrator (Infra/Project Management)

Working with a group of professionals, to form a business team to provide profession IT solutions/services to both private and government sectors.

Working with companies, and/or large organization with staffs range of 10-20 users (SME/SMI setups) to more than a 100k of users.

Performing detail site survey, infrastructure design, tender project(s) document(s) submission, project costing and budgeting, managing project(s) delivery, project(s) risks, vendors and liaise with both the stakeholders, and users closely on project(s) updates.

Providing state-of-the-art Wireless solution (Visualization and landscaping) to shopping mall, campus, and local commuter services, ITSM/Helpdesk solution to local armed forces, DMS (Document Management System) solution to SMI/SME companies, Firewall solution, and etc...

Project Management Tool(s);

1. KingSoft Office Writer (a tool that works similar as Microsoft Word)
2. KingSoft Office Spreadsheets (a tool that works similar as Microsoft Excel)
3. KingSoft Office Presentation (a tool that works similar as Microsoft Power Point)
4. Open Project (a tool that works similar as Microsoft Project)
5. Pencil (a tool that works similar as Microsoft Visio)

Project(s) are to deliver based on Prince2 project methodology..
All logs and reports are to records based on Prince2 UK-standard.

Project(s) Involved and Completed, so far;

1. OS refresh, Windows Servers Virtualization, Windows Servers Hardware Refresh | large insurance company in Asia for **S&I Systems Pte Ltd**
2. ITSM/Helpdesk solution for Malaysia Armed Forces - **Sapura**
3. NMS Monitoring system for Malaysia Armed Forces - **Sapura**
4. Wireless solution and in-train entertainment system - **KTM**
5. Document Management Solution (DMS) - **SME/SMI companies**
6. Wireless solution and CCTV camera placement - **Prestasi Concrete**
7. etc...

Technical Project Manager - S&I Systems Pte Ltd

Work Type : Contractor

Work Period : Oct 2012 - Oct 2013

Client Nature of Business : Insurance/Finance

Accomplishments

1. By constantly performing the extra mile and/or thinking ahead for the clients have successfully consolidate the servers list from multiple documents version, into 1 single document.
The benefits;
 - a. Reducing the need to referring on a multiple documents version, and not knowing which document have the latest info.
 - b. Improves visibility for the client PM (project manager) to have better insight on the project deliveries, and risks.
 - c. Covers any auditing concern that could raise by the auditor(s) during auditing.
2. Managing project baseline, changes and processes.
The benefits;
 - a. Keep track and ensuring it does not exists the approved budget, and/or agreed costing
 - b. Constantly review and update the client PM on the project progress, and risks that may delay the project deliveries, and escalate if necessary
 - c. Mitigates the risk and/or questions that may raise during auditing.
3. Providing technical advise as per needing.
The benefits;
 - a. To reduce the impact on any upcoming and/or future migration approach to save time and cost on project deliveries

Type of project works that includes but not limited...

- Servers refresh on EOL (End-of-Life) servers to virtualization
- Physical servers to Virtual
- Hardware refresh - Physical to Physical
- File Exchange Server Migration

Work closely with relevant project members, includes of client Project Manager(s), customers and technical implementers from different vendors at different project sites/countries.

Scope of services includes, but not limited to;

1. **Project Planning**
 - a. Develop detail project plan, project schedule, communication plan, risk management/contingency plan, change management plan and project transition checklist.
 - b. Create work breakdown structure
 - c. Resource planing
 - d. Review project risks and establish migration procedures
2. **Project Execution**
 - a. Manage stakeholders expectation, and provide regular status updates on project delivery to key stakeholders, project sponsor and management with both weekly and monthly updates
 - b. Provide direction to team members to performing project works
 - c. Ensuring the Project Plan is updated and signed off as needed
3. **Project Control**
 - a. Enforce processes and/or tools to ensure smooth projects deliveries
 - b. Managing change request, and constantly keep track to ensure the project deliveries are not exceeding the approved project cost/budget.

c. Monitor and reviewing the project baseline, and on-going project activities

4. **Project Closeout**

- a. Lesson learned and closeout action items
- b. Develop action plan for any product(s) that does not pass acceptance test
- c. Obtain approval from customer and management/stakeholders for completed milestones/deliverable

5. **Misc**

- a. Vendor(s) Management
- b. Assist in technical recommendation, advise and resolution when requiring
- c. Maintain a close relationship with the customers
- d. Customers satisfaction

Project Management Tool(s);

- 1. Microsoft Excel
(company was having some issues with the Microsoft licensing, and due to this we only able to utilize the features that was build within Microsoft Excel)
- 2. Microsoft PowerPoint
(a tool that used to present during the Kick-Off Meeting, and updating the Stakeholders during the monthly PSC meeting)

Lead Specialist/Deputy Manager- Prudential Service Asia

Work Type : Permanent

Work Period : **Jun 2012 - Oct 2012**

Nature of Business : Insurance/Finance

Reason of Leaving : Career advancement towards Project Manager role.

Accomplishments

- 1. Had successfully delivered Taiwan DR project
- 2. Had completed successfully on Taiwan AV Servers migration
- 3. Had successfully delivered on Taiwan Media Streaming Server
- 4. Had successfully delivered/transition the Windows Folders Permissions activities to Security team. (including knowledge transfer)

Some of the success stories involves, been just joined the company for 2-3 weeks, and able to deliver/completed the project deliveries with great achievements.

Providing in-house support to Prudential client(s) across the region in Asia countries.

Managing and Administering on WINTEL related servers and application servers (i.e.: VMWare ESX, Citrix virtualization/XenDesktop, and Citrix XenApp).

In general;

- 1. **Incident Management** – Incident tickets handling (i.e.: tickets, alerts, service calls, ad-hoc tasks)
- 2. **Problem Management** – Problem tickets and root cause analysis (RCA), preventing “fire-fighting” on incident tickets
- 3. **Processes and Procedures fine-tuning** – improves the current processes and procedures, to reduce manual works, and increase productivity and efficiencies
- 4. **Continuous Improvement** – Continuous improvement on day-to-day operation, on tickets reduction and etc.
- 5. **Release Management** – Improves processes on releasing the server(s) into production,

server(s) rollout, and etc.

Current Role : **PIC (person in-charge) for Taiwan region**

- a. Managing incidents, problems tickets/requests for Taiwan
- b. Liaise with Regional SDM (Service Delivery Manager) to ensuring the smooth project(s) rollout

Scope of services/methodology used, during project deliveries and/or rollout;

1. **Project Initiating**
 - a. Requirement gathering
2. **Project Planning**
 - a. Create work breakdown structure
 - b. Develop detail project, and communication plan
 - c. Review project risk
3. **Project Execution**
 - a. Manage stakeholders expectation, and provide progress updates to both stakeholders and management
 - b. Maintaining QA on the project deliveries
4. **Project Control**
 - a. Ensuring the correct tool(s) and processes are follow for smooth project delivery
 - b. Document on procedures/processes
5. **Project Closeout**
 - a. Lesson learn and closeout action items
 - b. Obtain approval from customer and management/stakeholders for completed milestones/deliverable

Project Management Tool(s);

1. Microsoft Excel
 2. Microsoft Word
- (a tool that using to tracked/recorded the issue log)

ITO Service Delivery Consultant III – HP Multimedia (M) Berhad

Work Type : Permanent

Work Period : **Nov 2010 - May 2012**

Nature of Business (HP Client) : Telecommunication

Regional Support Environment : Global - APJ, EMEA, AMS

Platform Support : Wintel (Win2000, Win2003, Win2008, Win2008 R2)

Technologies : Blade Enclosure, Hyper-V, Windows, Windows Cluster, VMware, Terminal Services

Accomplishments

1. Appointed as a Problem Management Champion by the SDM (Service Delivery Manager), and had successfully reduce the total Problem tickets volume from 214 tickets to just 20 tickets in 6mths time.

The Benefits/Success Stories;

- a. By analyzing the problem trend/pattern, and able to provide some useful suggestion to the

On-shore team I have successfully to reduce the numbers of aging tickets tremendously, and this helps to bring down the ticket volume from 3 digits to 2 digits.

b. An account with its problem tickets was once been escalated by the customers (HP account client), due to high problem tickets volume and aging tickets, have successfully transform it to become a world class achievements, which obtaining 100% customers satisfaction.

c. I have been the quality control for the team on their deliveries on problem report to the customers, and with this action the team have low re-writing request and save time on the need to reproducing the problem report, and able to improves efficiency and effectiveness.

2. By offering an added value to the clients, I have come out with a series of continuous improvement plans by constantly scanned through the environments on any mis-configuration and/or in-proper setup that could affecting the stabilities of the servers and the risk of an operation impact that can cause million, or if not billions of dollars of losses to the clients.
 - a. Clusters nodes relocation/reconfiguration - by relocating its cluster nodes from the same rack at a location to a different rack, to reduce the possibility of a power failure or hardware fault that can impact servers availability, and operation impact to the customers.
 - b. Servers firmware and Drivers updates (involving 3000+ of servers globally - APJ, EMEA, AMS)

The Benefits;

To improves servers stability, and high availability (99.99%).

Role description and responsibilities as a single-point-of-contact (SPOC) that requiring to carry on daily operation effectively;

Current Role : Incident Management Champion

- a. Dedicated Incident Owner/SPOC (single point of contact)
- b. Liaise with Service Excellence Manager(s) (SEM) / Delivery Lead(s) (DL) on incident handling matters
- c. Continuous Improvements Plan to continuous enhance the system stability of the current supporting environment
- d. Trending/Proactive Analysis to prevent potential incident(s)/problem(s)
- e. Manage L1/L2 queue to avoid potential High/Top severity ticket(s)
- f. Resource Planning

Previous Role : Problem Management Champion

- a. Dedicate Root Cause Owner/SPOC (single point of contact)
- b. Liaise with Problem Managers/Problem Owners on policies, processes and procedures
- c. In-depth Root cause analysis skills
- d. Detect and provide solutions to problems (known errors and workarounds), and prevent reoccurring incident(s)
- e. Proactive and Reactive Problem Analysis for Incident tickets reduction
- f. Problem Trend Reports/Analysis
- g. Resource Planning

Previous Role : Overall Patch Management Champion Lead

- a. A leading role to assist Team Lead on arranging patching schedule/activities for the team on all Windows Production servers (inclusive Mission Critical servers, Cluster nodes, application servers and etc...)
- b. Coordinate with application team, Service Excellence Manager/Service Delivery Manager (SEM/SDM), local focal point and users (customers) on patching activities
- c. Raise change on patching servers, based on per region and requirements (servers with special handling instructions)
- d. Problem resolution/solving on issue(s) experienced by engineer(s), during patch and after patch, complain; root cause analysis if patching went wrong, and etc...

- e. Resource planning on engineers patching roaster, and servers allocation
- f. Fill-up Security RAP report on exclusion servers, and/or work with security team to ensure these servers are compliance
- g. Report Analysis on patching (success rate, and etc...)

ITIL practices and SLA expectations to be effectively carryout throughout the day-to-day deliveries;

- 1. **Incident Management** – handling Incident Tickets and Service Calls
- 2. **Problem Management** – Problem Tickets and root cause analysis (RCA)
- 3. **Change Management** – Managing Projects, Change – Emergency, Normal and Routine, Request for Change (RFS)
- 4. **Patch Management** – Applying patches on mission critical servers and servers that runs business impact applications that were not managed by automation system (automated patch update system managed by HP)

Resolution

- 1. Provide 24x7 support per SLA/SLO requirements
- 2. Ensuring the compliance of ITIL v3 processes (i.e.: Incident, Change, Problem)
- 3. Provide continuous improvement to improves server(s) functionality and stabilities

Project Management Tool(s);

- 1. Microsoft Excel
(a tool use to tracked the project progress status)
- 2. Microsoft SharePoint
(document(s) version control)

Senior IT Engineer/Collaboration Team Lead Advanced Micro Devices Global Services Sdn Bhd

Work Type : Permanent, Shift

Work Period : **Jun 2009 - Oct 2010**

Nature of Business : Semiconductor design innovator

Regional Support Environment : Global - APJ, EMEA, AMS

Accomplishments

- 1. Define the strategy to transition the team from HCL, India (an outsourcing provider) back to the Global Support team in Malaysia (a team namely as Collaboration team to replace the external party - HCL on application support).
Works includes, to train-up the entire team to equal with the necessary knowledge and skill sets to be able to support all users within AMD globally (APJ, EMEA and AMS) in 6mths.

The Success Stories;

a. The team was build-up with a total team size of 11 engineers.

Out of the 4 are the seniors engineers, and the remains were either the fresh graduates or interns.

It is I whom developing an intensive training events to the fresh graduates, and/or interns to bring them up to the speed, to be equipped with necessary knowledge and skill sets within 6mths.

b. By benchmarking the team performance, and updating the stakeholders and top management on the team performance/readiness, to ensuring the collaboration team are ready to Go-Live in November 2009.

c. Working closely with HCL, India (an outsourcing provider) to have a smooth knowledge

transfer, on all requiring infrastructure setups and passwords that helps to runs the daily operation, and to escalate to the top management if necessary.

2. By constantly analyzing the ticketing trends/volumes, and able to introduce several continuous improvement plans to both the stakeholders and top management, to further stabilizing the Citrix application functionality, and team workloads.

The Benefits/Success Stories;

- a. Add-in additional VM servers into the Citrix pool to load balance the servers load, to be able to cater the corporate expansion, and/or supporting more users in the EMEA regions.
- b. Identifying the Citrix patch level updates and performance fine-tuning events to address a numbers of functionality events found in the Citrix application on connectivity errors, and improves stability and servers/application response time.
- c. Due to the urgency of this activities, the projects are to be run in parallel, and to be complete in 2-4 weeks time.

It is also a BEST time to benchmark, and test the team on how well the team can perform. A sets of benchmarking objectives are in placed to records/benchmarking the team performance, and constantly updating the progress to both the stakeholders and top management on projects deliveries and team workloads.

3. Propose the next Citrix version upgrade on all Citrix servers (approx. 50+ of servers) across the regions globally (APJ, EMEA and AMS) and to workout the costing and software licenses requiring for this project deliveries to the stakeholders and top management.
Work-out the WBS (works-breakdown-structures) to highlight the resources needing and forecast dateline to complete the project.

The Benefits;

- a. To refresh the current End-of-Life (EOL) Citrix application to the higher version that are available, and is able to provide a continuous support by the Citrix vendor (the principle).
- b. Additional features, can improves in performance and functionality, and can bring a new experience to the users whom using the Citrix application for their daily operation.

Scope of work and responsibilities of a Collaboration Team Lead and a Senior IT Engineer and not limited to;

- **Coaching**
Constantly coaching on processes, lesson learned and knowledge transfer
- **Team Motivation**
Managing the team morale, and provide direction to the team
- **Review of team performance**
Setting benchmark on Level 1, 2 engineer(s), and continuous improvements plans on engineer(s) skill sets
- **Escalation Focal Point**
Act as the escalation point on both TOP and High severity incidents, and handling on users complains, to ensuring the issue(s) are well taking care, and resolved towards customers satisfaction level.
Been the Level 3 (next level support), on handling/performing in depth troubleshooting on issue(s) found in daily BAU support, and/or issue(s) found during project implementation
- **Conflict Management**
Resolving conflict(s) among the team mates, and/or cross-towers, and work closely with the management on defining a better process on improvements.
- **Resources Planning**
 - a. Managing shift roaster, and standby rotation/roaster to covers the continuous support on 24x7x365. Each shift roaster contains 2 groups - Team A and B on 24x5 supporting model, and standby roaster covers the 24x7x365 supporting model to covering the BAU (business-as-usual) environment.

- b. To balance out the team resources to ensuring there are sufficient team members to covers on both services and project deliveries.
- **Team Building**
Organize "makan-makan" a.k.a lunch/dinner event, to boost up the team spirit, also act as a token of appreciation on the team hard works
- **Management Reports**
Using the metrics dashboard, and tools to review the statistics on tickets queues to ensure the team are meeting the SLA, and reflecting the actual workloads.

ITIL practices and relates activities;

- **Incident Management** – Work on incidents elevate to the team
- **Problem Management** – Analyze the repeating occurrence, and trends on the specific issues, and provide root cause analyst on the problem, and provide a permanent fix
- **Change Management** – change (CR) based on users requirements, and emergency change (ECR) based on a resolution from a problem.
- **Patch Management** – Patch Deployment throughout the core technologies that were supported by the team
- **Release Management** – (Move-to-Production), ensuring the quality checklist were filled, before releasing the server(s) to production
- **Transition/Transformation** - Handling Transition on processes for the above, propose plan on the transition process, shift/standby pattern, proposal during the transition based on team requirements, and resources planning during the Raya holidays
- **Escalation Management** – Handling escalation on work relates matters, which impacting operations to all users, and/or sites operations, provide daily progress updates and get involve the cross-towers (for instances – AD team, SAP team and etc...) to resolve the issue(s)

Scope of services/methodology used, during project deliveries and/or rollout;

1. **Project Initiating**
 - a. Requirement gathering
 - b. Managing the project charter
2. **Project Planning**
 - a. Work out the detail project plan, schedule and communication plan
 - b. Create the work breakdown structure
 - c. Managing resources - to ensuring there are always engineer(s) available to perform business as usual (BAU) works
 - d. Managing risk (e.g.: what are the on-going risk?)
3. **Project Execution**
 - a. Managing stakeholders expectation
 - b. Provide regular updates to both stakeholders, project sponsor(s) and management on project delivery
 - c. Provide direction to team member(s) on performing the project works
 - d. Managing/Maintaining quality assurance (QA) on project deliveries
4. **Project Control**
 - a. Ensuring the correct tool(s) and processes are follow for smooth project delivery
 - b. Managing change - track/control changes during project delivery
 - c. Monitor and reviewing the project baseline, and on-going project activities
5. **Project Closeout**
 - a. Lesson learn and closeout action items
 - b. Obtain approval from customer and management/stakeholders for completed

milestones/deliverable

6. **Misc.**
 - a. Cross tower(s) management - constantly liaise with others team member within the company on project delivery. (i.e.: Citrix server application upgrades)
 - b. Provide assistance in technical recommendation, advise and resolution when requiring

Project Management Tool(s);

1. Microsoft Excel
2. Microsoft Project
3. Microsoft Visio
4. Microsoft SharePoint
(track on issue log, document(s) version control, and etc...)

Wintel Deep Technical Support III - HP

Work Type : Permanent

Work Period : **Oct 2007 - May 2009**

Nature of Business (HP Client) : Metal transformation, coating and manufacturer of drawn steel wired products

Support Environment : Global - APJ, EMEA, AMS

Platform Support : Wintel (Win2000, Win2003, Win2003 Enterprise)

Technologies : Microsoft Windows, Microsoft Windows Cluster, Microsoft ISA, Citrix

Accomplishments

1. Appointed as an Account Champion/Team Lead, by the Regional Director to representing the team and as a single point of contact (SPOC) to handling on customers escalation and auditing issues.

The Success Stories/Benefits;

- a. Working closely with the Account Manager on several continuous improvement plans to reducing the numbers of false positives tickets been flooring to the team queue.
(e.g.: correcting the tools/agents that configured to monitoring the servers health, and etc...)
- b. Successfully work on a buddy system to train-up the level 2 shift engineers, and to building up their skill sets to get them to resolving 50-70% of the tickets volume to be able to resolve within level 2 tickets queue, before having the tickets route to level 3.

2. Microsoft Windows Cluster for China site (2node clusters - Active, Passive)
3. IP Renumbering
4. Move to production (servers refresh)
5. Citrix Performance fine-tuning
6. WPAD Script fine-tuning
7. Back Office Project

Scope of work of a Wintel Deep Technical Support III (DTS);

- **Incident Management** – work on incidents elevate from RMC
- **Problem Management** – Analyze the repeating occurrence, and trends on the specific issues, and provide root cause of the problem, and provide a permanent fix
- **Change Management** – Request for Change (due to problems), URGENT Change (patch updates) and Projects
- Release to Production (Move-to-Production)

- **Configuration Management** – ensure information in the CMDB is always accurate
- Ownership of account related technical documentation
- **Escalation Management** – Handling issues been escalates by the customer, and provide a solution and root cause (IR) analysis in a timely manner
- **Patch Management** - Deploying Microsoft patches on all servers across the supporting region
- **Misc** - Documentation and reporting

Current Role : **Account Champion**

Lead a team of 2 Wintel DTS engineers to ensure the smooth driving on handling the business as usual (BAU) support onto day to day operations.

Perform necessary resource planning on handling projects, escalation, shift roaster, and etc...

Review engineer(s) performance to in-line with the company objective, and meeting the specific customer requirements and standards.

Generating monthly management reports (Balance Score Card report), on account performance and to achieve CSAT target.

Scope of services/methodology used, during project deliveries and/or rollout;

1. **Project Initiating**
 - a. Requirement gathering
2. **Project Planning**
 - a. Work out the detail project plan, schedule and communication plan
 - b. Create the work breakdown structure
 - c. Managing resources - to ensuring there are always engineer(s) available for both business as usual (BAU) and project works
3. **Project Execution**
 - a. Provide regular updates to stakeholders, project sponsor(s) and management on project delivery
 - b. Provide direction to team member(s) on performing the project works
4. **Project Control**
 - a. Constantly reviewing the project risks
 - b. Ensuring the correct tool(s) and processes on project delivery
 - c. Managing change - track/control changes during project delivery
5. **Misc.**
 - a. Cross tower(s)/team management - constantly liaise with others team member within the company on project delivery. (i.e.: Citrix server application upgrades)
 - b. Provide assistance in technical recommendation, advise and resolution when requiring

Project Management Tool(s);

1. Microsoft Excel
2. Microsoft SharePoint
(document(s) library/version control)

Senior System Administrator – Qinetics Solutions Berhad

Work Type : Permanent

Work Period : **Sep 2006 - Oct 2007**

Nature of Business (Qinetics client) : Retail, Plantation, Hotel/Resort, Management Office

Support Environment : Berjaya Corporation and its subsidiaries companies

To be based in Berjaya Corporation Berhad, to perform 2nd / 3rd level support for the team of operation, and site offices. Perform administering and maintenance on servers, backups, network vulnerabilities test, enhance/fine-tune the network environment based on the situation, and needs.

Accomplishments

1. Setup and Commerce the Neverfail Replication services for Exchange 2003
2. Perform IPS POC evaluation on Berjaya network
3. Perform Anti-SPAM POC evaluation on Berjaya network, and archive the highest success rate of 98.52% on stopping the Image SPAM
4. Patches updates on Exchange 2003 server
5. Implement and Successfully deploy Proxy solution for better bandwidth utilization
6. Further fine-tune the Proxy solution, by limits the concurrent connection, using the Access Control List + Content Filtering

The Benefits;

- a. To improves the servers stability, and high availability.
- b. Constantly scanning through the network for potential loop holes can preventing impact to company reputation, and fraud.

Scope of work as a Senior System Administrator but not limited to;

- Leading a team of 3 Support Officers on handling the business as usual (BAU) support
- Resources planning on job dedication, based on workloads and expertise
- Ensuring the users issues were to resolved in a timely manner, as per SLA requirement
- Continuous improvement on both server(s) and network(s) - to improves server(s) functionality and stabilities
- Security and Penetration testing - to test and identify potential security breaches/loop hole(s) found in the network
- Provide assistance in technical recommendation, advise and resolution when requiring

MIS Engineer – TekMark Sdn Bhd

Work Type : Permanent

Work Period : **Oct 2004 - Jul 2006**

Nature of Business : Distribution

Support Environment : TekMark Group of companies within Malaysia, and its subsidiaries/branches

Achievements

1. Managed to reduce the MIS operation cost on software licensing for the company (worth approx. USD100,000)
2. Success on project deliveries on infrastructure refresh (worth approx. RM15,000 for HQ, RM8,000 for branches)
3. Success on project deliveries on CRM/ERP solution - SAP Business One (worth approx. RM50,000)

Accomplishments

1. Implement and Successfully Deploy Microsoft ISA 2004 Server solution to further enhance the company network security, and network utilization/connectivity

2. Implement and Successfully Deploy on using Microsoft ISA 2004 - Intrusion Detection
3. Implement and Successfully Deploy on access control management using Microsoft ISA 2004 Server on accessing Prohibit Sites, P2P downloads, and etc

The Success Stories/Benefits;

- a. Been just newly joining the company were immediately put-up onto a test to race against time, to resolve an urgent/critical crisis to restore the company email and Internet services.
 - b. Able to come out with a few creative resolutions with limited resources, to temporary resolve the issues, (at least the company is/are able to function again...) while "buying time" by negotiating with the stakeholders and top management to have some budget allocation to get in a more proper hardware to resolve the issues permanently.
 - c. Detect/Identify and report the fraud incident(s) to the authorities and the solution provider(s) to stop the fraud immediately to prevent an impact to the company reputation
 - d. Educate the stakeholders and top management on the important on data security.
 - e. In-line with the company direction to stop/blocked some prohibit websites, and downloads from P2P clients to avoid the company from violating the BSA policies, and legal action(s) that could impact to the company reputation.
4. Assists the Stakeholders and top management to evaluate the right CRM / ERP / HR application vendor(s) that BEST suites the company objective and requirements
 5. Implement and Successfully Deploy SAP Business One – CRM/ERP solution for the Company/Branches

The Success Stories/Benefits;

- a. Evaluating a various of solution provider(s) and system integrator(s) on the CRM/ERP solution that been proposed, and identify if it meets the 3 main goal/direction - i. Scalability, ii. Compatibility, and iii. Operation Cost/ROI
 - b. A success project deliveries on CRM/ERP project to HQ and branches within 6mths, as per the project schedule.
 - c. Developing the training materials and schedules with the vendor(s) to train staffs on operating the application
6. Implement and Successfully Deploy Open Source Firewall/Proxy solution for Branches, and Group of Companies
 7. Implement and Successfully Deploy WLAN solution (Pre-N solution) for the Company/Branches
 8. Enhanced network security on both wired and wireless network (e.g.: strong password, implementing of VLAN)
 9. Penetration testing on both wired and wireless network on any possible security breaches
 10. Design MIS Departmental Objectives and Flows
 11. Perform Software Auditing on Asset Inventory Tracking, and Software Licensing
 12. Implement Software Distribution, based on individual user rights / profile, and perform system lockdown to prevent installation of un-authorized application(s)
 13. Construct and Re-structuring the Infrastructure Setup, based on the current expansion, and prediction for the group of companies, and branches

Main job scope was to supervise the MIS assistant to maintain the smooth processes on daily operation, network security, system administration, and enhance the Infrastructure setup to meets the Company Mission and Objectives. Enhance the MIS System Policies to meets the current operation/expansion, as required. Assists the group of companies/branches on setup, enhance and support on network, and data security, bandwidth utilization, network penetration testing, and projects.

To source, justify and purchase on computer related equipments for the group of companies. (including branches, and its subsidiaries of companies) Report of frauds, by analyzing the data, to

trace the origin scammer(s). Coordinating with the authorities on catching the scammer(s).
Perform network forensics on analyzing the data, and discovering if there are any suspicious data, and/or unusual pattern to determine if there is any possible hacking attempts.

Been involved in the hiring process, on setting up the questionnaire and organize face-to-face meeting with the candidates, and the manager(s) on identify the right candidate for the job.

Scope of services/methodology used, during project deliveries on corporate CRM/ERP Project;

1. **Project Initiating**
 - a. Requirement gathering
 - b. Evaluate and identify the vendor(s) that cater for the current corporate operating requirement, and to make recommendation to stakeholders and top management.
 - c. Identify the costing/budgeting requires for hardware and software licensing
 - d. Reviewing the project objective in-line with the company direction
 - e. Working with stakeholders on their concern in this project
2. **Project Planing**
 - a. Working with vendor(s) on the project plan and work-breakdown-structure (WBS)
 - b. Managing resources to be participate/involve on project deliveries
 - c. Managing risk (e.g.: what are the on-going risk?)
3. **Project Execution**
 - a. Managing stakeholders expectation
 - b. Provide regular updates to both stakeholders, project sponsor(s) and management on project delivery
 - c. Managing/Maintaining quality assurance (QA) on project deliveries
 - d. Provide direction to resource(s) that were assigned to this project
4. **Project Control**
 - a. Managing change - track/control changes during project delivery
 - b. Monitor and reviewing the project baseline, and on-going project activities
 - c. Managing change request, and constantly keep track to ensure the project deliveries are not exceeding the approved project cost/budget.
5. **Project Closeout**
 - a. Lesson learn and closeout action items
 - b. Conduct training to end users
6. **Misc.**
 - a. Vendor(s) Management

Project Management Tool(s);

1. Microsoft Excel
2. Microsoft PowerPoint
(a tool using to present during the kick-off meeting)
3. Microsoft Project

Background History for the last 8yrs... (yr 1996 - yr 2004)

I have worked the 8years in both IT and Telecommunication industries, mainly to build-up my strength, and experiences to be able to adapt to the current job market requirements.

I have started as a technician role in a computer reseller shop, to a specialist in SME/SMI companies to manage the organization infrastructures, and to a customer service officer in MNC company as a customer service officer on ensuring a smooth process on perform a daily operation globally.

Along the way, I slowly build-up my skills and experiences by attending both company/self training on workshops, seminars and classes.

I build-up/develop my influences (management/leadership) by interacting with people at all level.

Education History

Years	School/College	Major
1992 - 1995	Informatics College	Diploma in Electrical and Electronics Engineering
1985 - 1991	S. M. Chong Hwa, Gombak	SRP, SAP

Professional Certificates

Prince2 Foundation Certified

Certificate of Completion - Project Management Professional (PMP) Contact Hours Training

Citrix Certified Administrator (CCA)

ITIL Foundation v3

ITIL Foundation v2

Certificate of Achievement - Microsoft SCCM 2007

Certificate of Achievement - VMware Infrastructure 3 (HB513S)

Certificate of Achievement - HP Blade System Administrator

Certificate of Attendance - Ethical Hacking and Countermeasures

Certificate of Achievement - CCNA

Certificate in LAN Troubleshooting

Certificate in Adobe Photoshop 4.0

Other Achievements

Year	Title	School/College/Company	Responsibilities
1998	Web Committee Leader	I-Planet (M) Sdn Bhd	To lead a small group of team members, on how to maintain a better web service, provide customer cares, add-on selling points for <i>Company Internet Directory Services</i> . Register in Major Search Engine, (e.g. Yahoo, <i>AltaVista</i> , <i>Excite</i> and etc.) and etc.
1990/ 1991	Ketua Papan Kenyataan Kelab Komputer	S. M. Chong Hwa, Gombak	To lead a group of team members, on how to design and maintain the club notice board. Provide useful knowledge and latest technology update.

References

Name : Derek Subraj
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Relationship : ex-Manager