

Nornikman bin Abdul Rahim

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Work History

Maybank Group – Kuala Lumpur, Malaysia, August 2023– Present

Assistance Vice President, Platform Engineering

- Spearheaded the design and infrastructure of the company's core platform, enabling seamless integration with third-party systems and improving operational efficiency by 30%.
- Collaborated closely with platform management and stakeholders to define technical requirements and prioritize roadmap initiatives, ensuring alignment with business goals.
- Implemented robust monitoring and alerting systems, reducing downtime incidents by 25% and enhancing overall system reliability.
- Mentored junior engineers and fostered a culture of continuous learning and professional development within the platform engineering team.

Achievements:

Operational Efficiency:

- Implemented a platform monitoring and alerting system, reducing downtime by 90% as measured through incident reports and system uptime metrics.

Scalable Solutions:

- Collaborated with architecture and development teams to design and implement scalable platform solutions, resulting in a 85% increase in system scalability and adaptability.

Migration Impact:

- Key contributor to the successful migration of Windows to a Linux infrastructure , resulting in 15% cost savings and a 95% improvement in overall performance.

Team Development:

- Conducted regular performance reviews, leading to a 50% improvement in team skill levels and increase team morale.

Skills:

- Platform Engineering
- Container Management (SUSE Rancher)
- Cloud Computing (AWS, Azure, GCP)
- Containerization (Docker, Kubernetes)
- CI/CD Automation
- Agile Methodologies
- Monitoring and Alerting Systems (Nagios, Splunk)
- Troubleshooting and Debugging
- Programming Languages (Bash, Python, etc.)

SUSE Software Solution – Singapore ~ Kuala Lumpur, Malaysia Dec 2021– August 2023
Linux Subject Matter Expert

Responsibilities:

- Provide subject matter expertise to the customer on a range of SUSE product implementation, migration, delivery, and performance management activities for multiple customer environments.
- Provide the expertise, support, and execution of deployments to multiple products across the newly established customer production environment and other environments as requested.
- Participate in technical research and development to enable continuing innovation within customer infrastructure.
- Work with a team to enhance the automation capabilities of deployment, monitoring, & maintenance.
- Work closely with team members as needed to resolve technical issues, as well as perform routine tasks such as monitoring, server management, user and group administration, software installation, imaging etc.
- Provide the desired expertise and best practices to the customer stakeholders.
- Accelerate customer adoption of SUSE product by leading the implementation journey. Provide technical guidance and manage timelines, milestones, migration goals, and business transformation strategies.
- Advocate for customer needs in order to overcome adoption blockers and drive new feature development. Lead across multiple work streams and teams to maintain customer momentum.
- Develop strategic relationships with stakeholders to understand a customer's business and develop strategic roadmaps. Lead quarterly business reviews and executive sessions to better understand business and technical needs.
- Plan for customer events and launches, partnering with Support, and Engineering, to ensure customer success during critical moments. Work with customer and support to guide issues/escalations to resolution.
- Develop best practices and assets based on learnings from customer engagements to support initiatives to scale through partners and accelerate SUSE product adoption.

Achievements:

- Managed to secure 3 years contract with customer on SUSE product subscriptions including premium support.

S.W.I.F.T scr1 – Brussels, Belgium ~ Kuala Lumpur, Malaysia June 2016– Dec 2021
Senior Site Reliability Engineer

Achievements:

- Resolved infrastructure issues through platform migration, reconfiguration and troubleshooting.
- Managed multiple environments, non-live and production.
- Handled a new datacentre project in Cyberjaya, including logistics and end-to-end hardware installation (both servers and network devices).
- Implemented tight security procedure at the new datacentre including physical security approach and using security seal with datacentre vendor (NTT Japan).
- Migrated old system monitoring to new system (SCOM), which saved more than 70,000 EUR, worth in system license.
- Migrated 200+ old Hyper-V system to new VMware virtualisation environment, both non-live and production.
- Automated Windows and RHEL VM build using Ansible playbook and bash script, with minor PowerShell.
- Performed engineering solutions in the long term to make everyone's life easier.

Responsibilities:

- Assist in the Development Priority List process working with Product Owner group to address issue identified as part of Problem Management
- Improved security and performance of infrastructure by working with different tribes/squads.
- Work with and lead other squad members in staying top of key innovation and technology. • Provide engineering design across different workloads including incident & problem management, change management, security, and compliance.
- Work with squad members in delegating backlogs and estimation with squad members.
- Work/support application users to understand issues, develop root cause analysis and work with the engineering squad for the development of enhancements/fixes.
- Provide solutions for performance management, disaster recovery, monitoring and access management.

Cloud experience:

- Build and design web services in the cloud, along with implementing set-up of geographically redundant services.
- Designing, developing, and maintaining dependable, mission-critical build pipelines, systems, and products.
- Experience in cloud application design, development, and deployment, including cloud native services, IAM, ELB, VPC, Messaging, SNS, DynamoDB or Aurora DB or CloudWatch.
- Experience in automated DevOps deployment pipelines.
- Build and provision infrastructure in the cloud through Terraform.
- Working with the application owner to migrate it's on-premise application to the AWS.
- Working with product owners prior to onboard products to AWS cloud.

Security Experience:

- Deployed and configured Splunk Enterprise SIEM on virtual machines to analyse Linux OS logs and trends. - based best practice solutions.
- Create and manage test Lab with virtual machines to host Splunk Environment.
- Demonstrate experience with RHEL administration and Splunk development

- Design, develop, implement, enforcement & maintenance of system security, policy standards, guidelines, and procedures to ensure NIST and PCI regulatory compliance.
- Secured Splunk Enterprise by enabling FIPS, encrypting Web Console traffic, and limiting data access with RBAC.
- Monitor Splunk Enterprise by performing comprehensive health check on instances.
- Configure SYSLOG servers for data on boarding from network devices.
- Managing alerts on Splunk Enterprise and configure it according to the requirements given.
- Configuring log generation and collection from a wide variety of products distributed across categories of servers, network devices, security devices, databases, and apps.
- Categorize the messages generated by security and networking devices into the multi-dimensional Splunk normalization schema.
- Creating alerts and reports as per business requirements and Threat modelling with specific security control requirements.
- Troubleshooting the issues which are related to Splunk, logger, Linux OS and Oracle performances.
- On-boarded 6000+ devices to Splunk for monitoring. Integration of different devices data to Splunk Environment and created dashboards and reports in Splunk.
- Created installation and configuration documents for each specific device Connectors.
- Recommended security strategies based on real time threat
- Implement STIG requirements.
- Vulnerability Scanning: Initial setup, testing, and configuration of database vulnerability scanner, Vulnerability scanning and assessments with tools including Nessus, TripWire.

Heliocentris Industry GmbH – Munich, Germany ~ Kuala Lumpur, Malaysia Dec 2014 – Feb 2016

Service Operations Engineer

Achievements:

- Rolled out more than 1000 sites for energy manager systems (Linux based appliances) in Myanmar. Brought more project phases and upgrades, after project success rollout.
- Solved customer issues, through end-to-end quality inspection on all appliances including remote access and troubleshooting.
- Automated firmware upgrade on all energy manager appliances in all 1000 sites, by using remote access. And this task has minimized manual work.
- Identified issues on firmware and worked along with staff engineers to find the root cause and this has reduced time for troubleshooting the same recurring issues.

CSG International – Kuala Lumpur, Malaysia June 2012 – December 2014

Platform Engineer II

Achievement:

- Performed mediation software installation at various customer site, and part of member of technical staff to come out with a technical requirement document for next phase of project.
- Managed to bring a solution to the sales team to allow systems to communicate to secure networks from customer sites. Impact of this, company managed to secure a big project with SingTel Singapore, one of largest telecommunication companies in Asia Pacific.
- Resolved issues in internal platforms including troubleshooting developer environment and production environment, via remote access.

Nokia Siemens Networks, Kuala Lumpur, Malaysia March 2008 – March 2012
Customer Service Engineer

Achievement:

- Built a new prepaid system for DiGi, a private telecommunication company in Malaysia.
- Worked closely with customers in datacentre support and enhancement.
- Managed all maintenance information for failure analysis, monitoring failure trends, creating failure reports and root cause analysis, to minimize downtime and customer backlog.
- Assisted developer and vendor in identifying system failure and hardware failure, and this has reduced the amount of time to perform bug fixing and hardware replacement.

Hewlett Packard – Kuala Lumpur, Malaysia January 2007 – March 2008
Unix System Engineer

Achievement:

- Designed, deployed, and managed highly available solutions using ServiceGuard, Oracle RAC, and related technologies, to keep the application running with minimize downtime.
- Carried out proper UAT test arrangement, design and management tools in the execution of test activities and utilized HP UNIX servers.
- Implemented verification and validation practices in the UNIX test environment, to reduce the amount of bug and error during deployment in UNIX production environment.
- Indented and executed scripts and other UNIX utilities, to allow automation.
- Configured different hardware and software components as per requirement to support UNIX initiatives.

SHELL - Cyberjaya, Malaysia April 2006 – December 2006
Linux / Unix Analyst

Achievement:

- Handled UNIX related change requests, problems and incidents, and provided solutions to all various cases.

Hewlett Packard - Kuala Lumpur, Malaysia July 2005– April 2006
UNIX Technical Consultant

- Worked as UNIX Technical Consultant, for HP customers in the USA.
- Handled UNIX solution to customer based on HP technical documentation.
- Managed customer problems using a service desk tool.

Skills

- Experience in both Unix/Linux environment and telecommunication environment.
- Keeps abreast of new technologies to provide additional services and solutions.
- Carried out UNIX/LINUX System related activities to increase system capacity.
- Have good knowledge of networking, telecommunication environment, protocols.
- Test high availability disaster recovery mechanisms and capacity management.

- Acute familiarity with technical architecture, operating system architecture, migrations, load test, capacity planning and best-practices IT infrastructure design.
- Experience in Agile methodology.

Architect skills (Security)

- Planning, and designing a resistant security architecture for any IT projects.
- Developing prerequisites for networks, firewalls, routers, and other network devices.
- Performing vulnerability assessment, security testing, and risk analysis and work with product owner to remediate the issue.
- Researching and implementing the updated security standards, systems, and best practices.

Technical skill

SIEM/SOC expertise	Splunk SIEM
Security	System hardening with CIS-Benchmark Vulnerability-scanning using Nmap
Data Protection	Netbackup, Snapper (SUSE)
DevOps Tools	Ansible, Jenkins, Docker, Subversion, GitHub, Git, Confluence, JIRA, Prometheus
Operating Systems	RHEL 7.x, RHEL 8.x, SLES 12/15, Windows 10, Windows Server 2016/2019
Hardware	HP blade, HP 3PAR, IBM system Z s390x, IBM LinuxONE Emperor II, Cisco UCS
Web/Application Servers	Tomcat, Apache
Languages	Bash shell, Korn shell, Python, YAML
Cloud Platforms	Amazon Web Services, VMware ESXi 6
Network protocols	TCP/IP, DNS, DHCP, ICMP, FTP, SSH
Databases	Oracle 10.x, MySQL, SQL Server, AWS Redshift, Aurora
Automation/Orchestration	Red Hat Satellite, Red Hat Ansible Tower, SUSE Manager

	VMware vRealize Automation, VMware vRealize Operation
Virtualization	VMware ESXi 6
Monitoring	Nagios
Analytics	Grafana
Containers Management	SUSE Rancher