Candidate Profile

General Information

Role Applied For:	IT Senior System Analyst (CL)
Candidate Reference:	39687
EA No. / Regn No.:	94C4359 / R2196712

Personal Details

Residency Status (Citizen / PR / N. A.):	Citizen
Type of Work Visa:	N. A.
Current Location:	Singapore

Professional Summary

Years of Relevant Experience:	20 years
Previous Position / Industry:	IT Administrator
Reason for Leaving:	Seeking better career opportunities
Highest Academic Achievement:	Master's Degree of Business in SAP
Other Relevant Certificates:	Diploma in IT
Notice Period:	2 months

Other

Recommendation:	This candidate is recommended as he: – has many years of experience in providing application support to various systems such as the WMS and ERP systems; – is highly experienced in SAP ABAP programming and basic java programming; – works towards continuous improvement by simplifying complex work processes and implementing proper business structures; – pays strong attention to detail in analyzing and troubleshooting system issues, providing the relevant solutions to prevent issue reoccurrence; and – is highly task driven as he displays a strong sense of urgency to complete important tasks.
Other Remarks:	– Retrenched from Sentek Marine & Trading. – Candidate is currently contracted to the Ministry of Social and Family Development since Jun 2021. – Main responsibilities include implementing Salesforce and the ERP system.

Alfie D'Silva

Position: IT Senior System Analyst (CL)

Professional Profile

- A dedicated and hardworking IT professional skilled at managing networking systems, provides IT analysis, maintaining system administration, security and information assurance, Database administration, web administration and Cyber-Security.
- Conducts IT audits on a yearly basis.
- Administrator for Dark Trace and FireEye systems (on both email and end user devices).

Employment History

SENTEK MARINE & TRADING PTE LTD   **Jul 2017 – Mar 2021**
IT Administrator / Info Sec Ops

- Business Systems
    - Analyzing business needs and processes, recommending the best methodologies and tools, assist to design, operational, financial, management and email solutions for the organization, including Purchase modules, billing, PMS systems and email applications, as well as business intelligence, & reporting needs. Provided technical support and administration for Windows and non-windows Servers, desktop computers, notebook computers, printers, and peripheral devices.
- Business Change
    - Worked with local stakeholders to identify business changes because of projects and ensure the changes are fed to the Project Management/ Group Stakeholders network to coordinate their delivery through the release. Managed the implementation of network and infrastructure related projects.
- Company IT
    - Installed, configured, and operated networking systems, maintained the company's security systems, and provided beneficial technological support to colleagues. Formulated and implemented the strategic planning, budgeting, development, implementation and enforcement of IT operational procedures, policies and standards associated with cyber security, system capacity planning, backup strategy, system utilization, desktop/notebook computers support and disaster recovery. Oversee and provide analysis of the business requirements of different departments and conducts feasibility studies to determine the best use of technical resources.
- Network / Security
    - Ensuring network, security measures and compliance for ever-evolving state-of-the-art systems are in place. Including compliance with GDPR, cyber-security for both land and vessel systems. Partner with IT vendors in the resolution of IT infrastructure issues, application and cyber security related issues and change requests. Formulated and implemented Business Continuity Planning (BCP), Disaster Recovery Planning (DRP), Cyber Security Incident Response Plan.
- Vendor Management
    - Manage 3rd party vendors and IT technicians in ensuring SLA agreements are adhered. Conduct Request for Information (RFI), Invite to Quote (ITQ), Invite to Tender (ITT) exercises, including preparation and definition of specifications, evaluations, contract negotiation and obtained approval to award. Maintained and audit SLA agreements with vendors on a yearly basis in accordance with vendors KPIs.
- Training / End User Support
    - Provided technical support for end users to work more efficiently and increased productivity. Created and enhanced training materials for changes required because of enhancing the common template, and deliver training sessions to end users
- Changing the old email system to Office 365 for the entire organization and phasing out IBMS Notes Software.
- Installed, configured, and operated networking systems, maintained the company's security systems and provided beneficial technological support to colleagues.
- Monitored, analyzed, and improved the company's network infrastructure, managed databases, and fixed any bugs and errors
- Re-vamped and maintained Company's website.
- Participated (Lead Role in team of 3) in implementing Human Resource (E-Frontier) system for the Company.
- Implemented bio-metric finger printing system for the entire organization.
- Implemented Company Policies and Procedures and its fleet of vessels to coincide with International Maritime Organization
- Implementation of Cyber Security Policies and Framework in Company as well as company fleet of to comply with International Maritime Regulations by assessing the additional vulnerabilities created by accessing,

interconnecting, and networking of systems together with Company's information and operational technology systems.

- Periodic maintenance of servers, software updates.
- Provided Cyber Security training as well as audit vessels for both vessel and office staff on a bi-quarterly basis
- Assisted in the implementation and maintenance of all IT infrastructure components (servers, switches, wireless access point, routers, firewall, UPS, Biometrics, etc.) to ensure the smooth running of daily operations
- Maintained networks, servers and assess security programs and to install and manage systems.
- Provided infrastructure maintenance support for problem management and incident escalation.
- Regular performance on network troubleshooting to isolate and diagnose common network problems
- Conducted and manage updates, create passwords, and run check for viruses and spyware
- Formulated, implemented, and provided regular updates towards Sentek IT policy DRC and BCP in accordance with the current times.
- Keeping abreast of IT Security issues relating to latest flaws and vulnerabilities, reducing IT Security risks, and ensuring regulatory compliance.
- Confer with HR staff and General Manager to establish requirements for new systems or modifications.
- Setup of emails on mobile phones.
- Setup of workstations with Lenovo PCs and laptops
- Create and maintain Employee's accounts (AD/Email)
- Proper handling of employee departures (voluntary and involuntary)
- Monitor the status of all related SRs such as provisioning/de-provisioning of End User Computing Devices (EUCD) and peripherals

MERCK SHARPE AND DOHME   **Sep 2016 – May 2017**
SAP OTC Specialist and Demand Management Analyst

- Supported the end-to-end performance of Processes including demand planning, replenishment planning, inventory management, order management, intercompany and triangle trade, Sales and Operations Planning (S&OP) and Optimized Product Availability (OPA), divisional SCM processes for Volume Planning, Value Chain Management and global network demand and supply balance – may include particular focus on regions as performance indicators dictate.
- Support to implement and install competitive (world class) end-to-end supply chain processes and standard work – linked to the global process templates but adapted for regional needs and regional unique business processes.
- Participated to develop and deliver broad supply chain training curriculum to continue to bring and broaden skills in all levels of planning (Demand, Supply, Network, Site, Order Management, Logistics). Participate as an expert in various cross functional teams to drive continuous improvement and to help solve regional and global process performance.
- Work with SME and cross functional teams (Global OTC Steward, IT CoE, SNP SME, GFS, etc) to improve efficiencies in the OTC process and minimize workarounds.
- Support in implementing new & enhanced software application including but not limited to data readiness, testing, documentation of processes and standard works.
- Support and ensure standardization of Order Management process.
- Support AP users in maximizing defined processes to deliver efficient and effective Order-To-Cash & Demand Management work stream.
- Define business issues, data challenges, and solutions to fit user requirements
- Enable and sustain business change
- Support to develop standard operating procedures while promoting industry best practices
- Determine and support the implementation of compliant transaction flow business policies within the agreed guidelines as set out by Merck
- Support the resolution of non-compliance issues
- Participated to develop training programs and documentations to ensure that the Super-users and users are up to-date with the latest compliance requirements and any new enhancements that impact OTC & Demand Management process
- Support Internal and External Audits
- Projects:
  - Changing the Purchase Order type and Purchase Order issuance for vendors to be automated in a TRI Trade process Buying entity to trigger Tri Trade PReq from COMET (SAP) APO system to ECC system, where they will use a special T-code to perform a Tri Trade conversion. Below are the breakdowns of instructions as a Project Manager to the respective departments to ensure project is run in accordance.
  - ISO – to maintain NEU output type for vendors, to coordinate with FSC team, Intercompany Customer and input Vendor Master Data as well as assist to set up Transportation Lanes, Source List and PIR
  - SNP (both local and region) – to ascertain which vendors are involved in which set –up, also to inform respective stake holders that change will be made to their current process to involved Tri Trade process where POs will be triggered automatically by system. An FSC change is in place to an SKU to be part of the Tri Trade Process. Planners will check new Requisitions are bearing the correct source in SAP APO.
  - CoE – to sieved out vendors and extend the materials to the vendor location. As well as to set up data in

the new process for testing to be done before "Go Live" on 15th March 2017.
- o CS team – providing excel list of vendors and customers as well as to ensure the first few PO's run during HyperCare are in accordance with the Tri Trade Process.

NETSENSE BUSINESS SOLUTIONS   **Aug 2014 – Aug 2016**
ERP Functional Consultant

- Analyze client's requirements and propose best possible solution
- Requirement gathering, business / project mapping and creation of supporting documents
- Configuration of sales deals, pricing master data management, price uploads, to meet client's needs
- Analyze client's detail reports on functional dead ends and provide a work around solution.
- Experience in Cross-Module integration of CRM with HR and Finance in Exactly ERP and Acumatica
- Competent in the configuration of stock transfer order, inter company stock transfer orders
- Good understanding in ASAP methodology
- Familiar with JAVA
- Worked on production support, analyzing the problem to provide solutions to the user generated.
- Distribution and CRM Module implementation AS-IS, TO-BE study and documentation, GAP analysis of business process involved with respect to standard Acumatica
- Assisted to analyze questions answers database to Client for Blueprint preparation for GAP Analysis.
- Prepared test scripts for the CRM
- Configuring Acumatica system to link with 3rd party distribution module.
- Assisted in resolving issues pertaining to sales, deliveries, shipment, credit management and billing.
- Documentation of End User Training Manuals and configuration guides.
- Postproduction support
- Completed 2 Life Cycles on Exactly ERP Systems.
- Projects: Dynamic Source Pte Ltd - Project Duration: 2 years. This SME is an independent distributor specializing in Electronic Components in the Asian Pacific region. Implementation of Acumatica software for their Distribution, CRM, and WMS.
- Distribution - Involved in Design, Development and Implementation of custom solution for their On The Fly Items, Requisition and Quote. Design a web based "Outside Inventory" portal to have a seamless integration with Acumatica using ASP.Net. Configuration of Inventory management movement types and physical inventory, valuation, and account settings. Logistic order fulfilment activities (deliveries and shipments), export enabling and commercial documentation, interfaces to move planning, stock transport orders and all logistic processes from the receipts of goods at the palletiser to dispatch of finished goods, physical inventory, stock, and pallet management, return goods and sub-contracting activities. Specifying Business Warehousing objects within the Distribution module for strategic reporting. Worked with offshore team to customize software.
- CRM – Consolidating client's customer master from both their CRM and ERP legacy software and upload it to Acumatica. Customization of Opportunity to include On The Fly inventory items as well as include DS_Quote for client's sales team. Customize Web-UI applications; integrate Acumatica CRM with Outlook for offline abilities and sending marketing list emails using Outlook. Configured restriction access so that only selected personnel can view quotations such as Sales Managers and Owner of Account. Synchronize data with Acumatica system for invoicing and quotation. Provided UAT and documentation.
- Finance – Client provide Chart of Accounts to be uploaded to Acumatica. Configuring and customizing of Vendor A/C group, vendor master data, maintain Asset Master Data Acquisitions Transfers and Depreciation Run. Configure AP and AR, Banks and G/L. Created and edit company code and maintain chart of accounts. Define Business Area, Customized account groups Fiscal Year Variants, Document Type and Number Ranges, Open and Close Posting Periods, Define Ledgers for G/L Accounting, created G/L Account Master records and Financial Statement Versions. Created Reconciliation Accounts for AP and AR, Configure of Master Data. Identify data required to be brought across from legacy systems. Testing and modifying template company for various multi-company / locations. Conducted User Acceptance Test. Worked with developers to create user exits in sales order creation, delivery, and billings. Involved in Core User and Super User Trainings

EXPEDITORS SINGAPORE   **Aug 2001 – Jul 2014**
Senior IT Support

- Provided 1st and 3rd level IT support to desktop end users.
- Installed, configured, and maintain desktops/laptops, routers, printers, servers, wireless networks and applications
- Assisted in onboarding and off-boarding of staff and provided access IT systems.
- Overseeing the Lan network and IT infra-structure of the company and made recommendations to maintain relevance.
- Provided support on inventory management and implementation of information security, server and CCTV services in the Company.
- Responsible for the procurement, installation and maintenance of IT hardware and software in accordance with Company's requirements.
- Managed and tracked outstanding issues with end users for prompt execution and closure.
- Ensured data integrity in SAP SD and MM.

- Troubleshooting and providing support to the company's internal software and systems.
- Provided company wide support for all IT related matter.
- Responsible in ensuring Microsoft Deployment Server is updated and running.
- Maintained an accurate database to support generation of reports.
- Setup and dismantle of end point devices and peripherals
- Worked with vendors to ensure all IT related jobs are completed in a timely order
- Assisted in enhancing and maintaining company's website and social media platform.
- Assisted in performing IT system audit checks and report on non-compliance systems.
- Performed monthly system health checks and reporting (Anti-Virus, Symantec, End-Point security and Malware alerts)

Academic Qualifications

2016   **Master's Degree of Business in SAP (Certified)**
Victoria University, Australia

2005   **Diploma in IT**
MDIS, Singapore

Professional Certificates

- **Advanced Diploma in Software and Applications, NCIF, SAP Certified**
- **NICF – ITIL 4 Certificate**
- **NICF – VM Virtualization and Cloud Fundamentals**
- **NICF – Certified Information System Security Professional (CISSP)**

Skills

Information Technology
- WMS
- SAP ERP
- MM
- SD
- BW
- SCM
- Business Objects
- ECC SAP 6
- ABAP
- ASP.NET
- LANs
- WAN
- TCP/IP
- Virtualization
- Fire Eye and Dark Trace
- Thor
- SELKS
- EUCD (e.g. desktop/notebook/smartphone)
- Servers
- Switches
- Wireless access point
- Routers
- Firewall
- UPS
- CCTV
- Biometrics system