**Bernard Francis**

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**(Updated 18 March 2018)**

**PERSONAL INFORMATION**

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| --- | --- | --- | --- | --- |
| Date of Birth : | **23 November 1965** | Marital : Status | **Married** | |
| Nationality : | **Malaysian** | NRIC No : | **651123-10-6745**  **(A 0303535)** | |
| EPF No : | **10798663** | Income Tax : | **SG. 3354116-07** | |
| Salary : | **RM 6,100.00 -per month** | | |
| Expected       : | **RM 8,000.00 -per month (Negotiable)** | | |

**ACADEMIC BACKGROUND**

* **NCC Diploma in Computer Studies**. (1987)
* **Sijil Pelajaran Malaysia**  (1983)

      (Malaysian Certificate of Education)

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| --- | --- |
| **Systems Knowledge:** | Project Management |
| : | Capacity Planning |
| : | Operations |
| : | O/S Migration |
| : | Security Implementation |
| : | Performance Tuning |
| : | Troubleshooting |
| : | Systems Upgrades |

|  |  |
| --- | --- |
| **Professional Skills** : | Technical Troubleshooting |
| : | Disaster Recovery planning and implementation |
| : | Planning and building Data Centre |
| : | Planning and building 3D Visualisation centre |
| : | Project Coordination and Management |
| : | Systems Management |

**Core competency details**

1.Problem Solving and Operations

2.Customer relationship management

3.Project Management

**Employment Summary**:

1. **Asia Ticketing Sdn. Bhd.**

Project Manager

2014 – February 2018

**Reason for leaving –** Resigned.

1. **Freelance IT services Consultant**

**2013 - 2014**

1. **MBO cinemas Sdn. Bhd.**

(IT & Technical Manager)

2010 – 2013 - Technical Services Manager

**Reason for leaving –** Resigned.

1. **TERA ASIA PACIFIC Sdn. Bhd. –**

(Technical Consultant)

January 2008 – May 2010 - Senior Technical Consultant

**Reason for Leaving –** Company closed due to the principal terminating the partnership with the local company (Formis)

1. **FORMIS Media Teknologi Sdn. Bhd. –**

(Project Management)

June 2006 – January 2008 - Senior Technical Consultant

**Reason for Leaving –** Transferred to Tera Asia Pacific

1. **FORMIS Network Services Sdn. Bhd**. –

(Project Management/ Landmark Graphics business [Oil&Gas])

July 2003 – June 2006 - Senior Technical Consultant

**Reason for Leaving –** Transferred to Formis Media Teknologi

1. **FORMIS Computer Services Sdn. Bhd**. –

(TANDEM / Project Management)

December 2001 – July 2003 - Senior Technical Consultant

December 1995 – December 2001 - Senior Technical Analyst

April 1992 - December 1995 - Technical Analyst

**Reason for Leaving –** Transferred to Formis Network Services

1. **BASS Consulting Sdn. Bhd.** –

(Tandem/ Analyst Programmer. )

1991 to April 1992. - Analyst Programmer

**Reason for Leaving –** Transferred to Formis Computer Services

1. **Visual Production Sdn. Bhd**. –

(Production/General Manager)

1990 to April 1991 - Production / General Manager

1. **MBf Finance Berhad** –

(Computer Operations)

(IBM 4381 running on MVS/SP version 3.8)

1989 to March 1990 - Computer Operator

1. **Sri Putri Tutorial and Secretarial Centre**

(Admin Assistant/Tutor-Programmer)

(IBM Personal Computers & Apple Computers)

1986 to June 1987 - Administrative Assistant/Tutor-Programmer

1. **Informatics College** – (Tutor/Programmer/Computer Operator)

(Honeywell DPS-6/75 Minicomputer)

1984 to 1986 - Tutor/Programmer/Computer Operator

1. **Problem solving and Operations**

I have over 25 years of experience in troubleshooting and problem solving working as a Technical Analyst and then as a Senior Technical Analyst.

My responsibility was to provide systems support for several commercial banks, the Stock Exchange’s Clearing House, Bank Negara Malaysia, the Oil and Gas industry, Several Newspaper companies in Malaysia and in several Asian Countries.

I was part of a team of technical analysts who provided system support on a 24 X 7 cycle. On rotation, I was responsible to be on after hours support by phone or physical presence on site.

As it was a mission critical system, the problem resolution turnaround time was a maximum of 2 hours, depending on the service levels as agreed on the support contracts. My track record with the customers was 100% successful resolutions all the time.

I was responsible to ensure that the operation staffs were adequately trained to manage and operate the computer systems independently without the presence of support personnel.

I underwent detailed and continuous training provided by the principals. These training were to keep me abreast with new technologies and products.

My areas of specialization are in systems security, capacity planning, Disaster recovery planning and operations.

In my position, I was also responsible to maintain the high spirits of the entire support team in order for them to be able to work effectively.

1. **Customer relationship management**

My function was to draw up the maintenance agreements for the customers and working out the contract values before proposing it to the customers. Follow through with the price negotiations and get the agreements signed by all parties.

I had to manage the customer’s expectations based on the customers’ interpretation of the sales proposal and the functionality of the product. In addition, I also had to manage the expectation of the principal.

Updating the customers on new product development, functions and features was also my responsibility.

I visit customers on a frequent basis to maintain a relationship with them. I also prepared proposals and pricing based on the customers’ requirements.

1. **Project Management**

**Ahead of scheduled:**

**1.** Upgrade of Tera Digital Publishing application for Kompas Media Nusantara Newspaper in Jakarta, Indonesia. (Hardware & Software).

**2**. New application scoping exercise and installation of Tera Digital Publishing application for The New Sabah Times publication in Kota Kinabalu, Sabah. (Software).

**3**. Upgrade of Tera Digital Publishing application for Utusan Melayu in Kuala Lumpur. (Software).

The reason that these projects were delivered ahead of schedule was because of sufficient planning and cooperation from the end-users, the partners, the principals and my project team.

**On-time:**

1. Construction of the Visualization and collaboration centre -A 3Dimensional studio. (Hardware).
2. Delivery and installation of Tera Digital Publishing Solution to Kompas Media Nusantara Newspaper in Jakarta, Indonesia. (Hardware & Software).
3. Training the support team in Jakarta for hardware and systems support. (Hardware & Software).
4. Setup the Connectivity for the Tandem system to the StorageTek Tape Silo for the "IDCMS - Integrated Data Centre Management System". (Hardware & Software).
5. KLSE/ SCANS systems upgrade. (Hardware & Software).
6. New systems installation for 3 commercial banks, Bank Negara and KLSE/SCANS. (Hardware & Software).
7. Paragon Cinemas Software installation of Cinema Management solution.

These projects were on-time due to the winning factors of a great team and requirements delivered on time.

**Late Delivery:**

1. Delivery and installation of I.T. equipment to Institut Latihan Perindustrian (ILP) in

Miri, Sarawak. (Hardware & Software) .

1. TSR Cinemax delivery and installation of Cinema Management solution.

This project delivery was delayed due to the primary factor that the procurement of equipment was not within the control of the project team. This caused the commissioning of the equipment at the customer’s end to be delayed.