

Profile

Over 20 years' experience in information technology industry performing different roles – Software Design & Development, Project Management, Maintenance and Problem Management, Training & Education, Facility Operation and Management.

Over 5 years as a private educator created positive impact to over 100 secondary and junior college students with improved academic performance and characters.

Re-skilled and up-skilled with completion of Web Development course to achieve NICF Advanced Certificate in Infocomm Technology (Software and Applications) in Jan-Jul 2022.

Core Competencies

Communication	Establish performance expectations and provided regular progress updates.
Problem Solving	Use of logic analysis, abstract thinking to identify and solve problems.
Organized, Forward thinking	Believed in preparing ahead of events to ensure smooth execution of the planned activities. Eye for detail and design, pride in delivering quality work.
Coaching and Mentoring	A coach and mentor who can guide, motivate and communicate with peers to grow and develop together.

Skills

Software development - User Interface Design, Software Design, User Experience Design, Applications Development, Database Design, Test Planning.

Coding and programming – HTML, CSS, JavaScript, JSON, XML, Bootstrap, jQuery, Angular, PHP, Apache, MySQL, Java, Spring MVC, UI/UX Axure, Firebase, C/C++.

Microsoft Office.

Career Accomplishments

Edupreneur, 2016-Current

- Created positive impact to over 100 secondary and junior college students with students graduated with improved academic performance and characters through academic coaching service in the subject of mathematics.
- Provide IT consultancy services to SME to improve their business operation process.
- Developed and implemented web-based Learners Management Systems using HTML, CSS, JavaScript, jQuery, PHP, MySQL, Firebase.
- Setup office network for a community organization with Digital Signage System, Surveillance System and Biometric Access.

Senior Technical Solution Manager, Hitachi-Omron Japan, 2014-2016

- Engaged in presales activities including POC, solution integration for cash recycler hardware and software for businesses in ASEAN countries.
- Implemented successfully a cash recycler solution to reduce customer waiting time at bank branches by 20%.

Banking Solution Center Manager & Solution Architect, IBM ASEAN, 2000-2014

- Responsible for managing centre operations, and provides leadership in strategic and operational planning.
- Lead the development of centre initiatives, and improvements for effective delivery of center programmes and services. Drives the development of operating procedures and standards to ensure quality solution delivery.
- Collaborate with IT colleagues to ensure that workforce plans, supplier and vendor management, assets and budget management, and other internal processes are conducted professionally and in the best interests of our customers, teams, and other stakeholders.
- As a solution architect, responsible for evaluating, testing and integrating hardware and software systems to address and solve specific business problems. Research the current and emerging technologies and propose changes to improve the business process.
- Lead the project team to gather requirements, design and develop application solution for customers with compliance to SDLC processes.
- Received 2005 IBM Industry Solution Leadership Award for successful implementation of bank branch solutions as the application solution architect.
- Implemented innovative solutions such as RFID tracking, finger-vein biometric authentication, interactive digital signage, web-based teller application and video surveillance system in the solution center in the solution center.
- Received 2008 IBM Innovation Award for innovative solutions.

System Engineer, IBM Singapore, 1993-2000

- Built the system core kernel for ATM machine and self-service kiosk.
- Implemented financial devices integration to improve productivity by at least 50% in banking applications.

Education

- Degree of Master of Technology (Software Engineering), National University of Singapore, Singapore, 1999.
- Degree of Bachelor of Applied Science (Computer Technology) with Merit, Nanyang Technological University, Singapore, 1993.

Certificate

- SCTP-NICF-Advanced Certificate in Infocomm Technology (Software and Applications), TGS-2019503376, 2022.
- NICF Statement of Attainments (SOAS), 2022.
 - ICT-DES-3008-1.1 User Interface Design
 - ICT-DES-3005-1.1 Software Design
 - ICT-DES-3007-1.1 User Experience Design
 - ICT-DIT-3002-1.1 Applications Development
 - ICT-DES-3001-1.1 Data Design
 - ICT-DIT-3017-1.1 Test Planning

Community Service

Held various leadership appointments as Assistant Secretary, Secretary and Treasurer for 20 years in grassroots community organisation.