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Summary

A seasoned Architect with more than 10 years of proven track records in designing, developing, and implementing complex enterprise grade solutions. Capable of working in highly collaborative environment with cross-functional and cross-domain teams for delivering innovative, performant, and scalable solutions. Demonstrated Thought-and-Technical Leadership in driving Teams toward Delivery Excellence. Comfortable with Private Cloud and Hybrid Cloud Systems, Microservice Architectures, API, and Integration Designs for massive solutions. Passionate about Technology, enroute to be AWS Solution Architect certified. Aspired to be Enterprise Architect.

Technical Skills

Description	Details
Architecture Design Patterns	Microservice, Event Driven, Domain Driven, Data Driven, Event Sourcing, Pub-sub, Sharding, MVC
Programming Languages	Java, Scala, PHP, Perl, JavaScripts, HTML, CSS, Bash Shell Scripting, SQL, R Programming, Python
Platforms	Red Hat OpenStack Platform, Red Hat OpenShift Container Platform, Red Hat Ceph Storage, Opensource Ceph, Kubernetes
Tools	Ansible, Jenkins, Git, Docker, Kafka, NGINX, Cacti, Podman, Prometheus, Grafana
Products	IBM Netcool Operations Insight, IBM Cloud Pak for AIOps, IBM Cloud Pack for Network Automation

Professional Details

Consultant Architect

Vodafone Kabel Deutschland | Remote | 2024 Q1 Collaborated with TATA Consultancy Services to conduct Proof-of-Concept(POC) with Vodafone Kabel Deutschland for Media Delivery Service Management Use Cases for Hybrid Cloud Architecture with Infrastructures / Applications running on AWS Cloud and on premise deployed IBM Watson AIOps

- Collaborated with Consultants from APAC and Europe Regions to map Vodafone's Aspirations to Product Capabilities
 - Created Architecture Blueprints with focus on Integration Specification Recommendations, Security Compliance Standard and TCO Estimations
 - Worked with Technical Engineer from TATA providing Technical Guidance for POC system setup
 - Use case included advanced correlated super grouping with Temporal Analytics, Seasonality, Topology-based Correlation and Metric Anomaly Detection
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Solution Architect

U Mobile Sdn Bhd | Malaysia | 2022 - Current Turn-key Project with U Mobile to transform Network Service Operation towards zero-touch-autonomous model. Won tender in 2022 Q1. E2E delivery includes Hardware (Compute, Storage, Networking, Firewall, Load-balancer), Virtualization Platforms, Service Assurance Software, Solution Customization, Operation and Maintenance Support Services. Key Solution functions include Event Management, Performance Management, Topology Management and Trouble Ticketing System

- Created Solution Proposals based on different deployment models with different cost profiles
 - Collaborated with Vendors and internal stakeholders to optimize Solution in meeting requirements with performance, reliability and cost
 - Design and implemented scalable and reliable Private Cloud with Dell Server and Networking Hardware, Red Hat Virtualization Platforms, Fortigate Firewalls and Kemp Loadbalancers
 - Led a team of Engineers in providing technical leadership, artefacts and support for implementation and customization across key solution functions
 - Established good communication with Product Principals for various support
 - Worked closely with Test Architect to ensure sufficient test coverage and automated test
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Integration Architect

Verizon Communications | Remote | 2021 Verizon, a tier-1 telecommunication operator in the United States of America wanted to refresh the existing Service Assurance platform with IBM Watson AIOps and Telco Network Cloud Manager for Performance (TNC-P).

- Spearheaded the TNC-P deployment strategy for a Hybrid Cloud environment consisting of AWS hosted Data Sources and on premise hosted Red Hat OpenShift Container Platform
- Provided technical guidance to Deployment Engineers for deployment in a highly compliance stringent environment for Containers

- Worked closely with Product Principal to release support for Service Mesh as part security compliance and supporting DevOps Canary and A/B deployment strategy
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Solution Architect

TIME dotCom Bhd | Malaysia | 2020 - Current TIME required a unified Performance Management Solution across multiple network domains. Telco Network Cloud Manager for Performance (TNC-P) is a cloud native, vendor and technology agnostic Performance Management Solution that is suitable.

- Conducted requirement gathering sessions with various operational teams and prioritized delivery
- Design and implemented Kubernetes Cluster with Opensource Ceph as Storage Provider for TNC-P
- Led Services Team to implement reliable and performant ETL processes for multitude of data sources using Apache NiFi
- Worked closely with operational user to ensure measurements were captured correctly for critical reports

TIME dotCom Bhd | Malaysia | 2019 - Current TIME required a fully automated, integrated, end-to-end Network Service Fulfillment Solution with Closed-and-Opened-loop integration to Service Order, Service Assurance, Network Managers, Network Elements and CRM according to best practices with ETSI MANO Framework.

- Designed and Modeled Network Services into scalable modular network functions enabling composable Network Service Design
- Designed reliable Network Service orchestration capable of scaling and healing based on events
- Designed and implemented interface abstraction over various systems for Service Fulfillment process with RESTful API
- Designed and implemented Closed-loop integration with Service Assurance using Life cycle Events to automate on boarding of Network Service instance for fault, network and performance management
- Designed and implemented Opened-loop integration with CRM, Service Order Management to notify latest status
- Worked closely with team engineers, making sure comfortable with network domain technologies

TIME dotCom Bhd | Malaysia | 2018 - Current TIME had been using Netcool Product Suite as Service Assurance Platform. As network grew, TIME required the Service Assurance Platform to scale accordingly.

- Developed strategy to segment Service Assurance into multiple Aggregation and Collection domains based on growth projections
 - Worked closely with deployment teams to roll out changes incrementally prioritizing operational continuity
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Technical Consultant

Industrial and Commercial Bank of China (ICBC) | China | 2019 ICBC, a prominent bank in China has been using Tivoli Network Performance Management (TNPM) for network performance monitoring. ICBC had aggressive roadmap for network observability improvements. ICBC required monitoring granularity down to 1-minute and further.

- Redesigned TNPM Collector Deployment Topology to sustain performance profiles with increased load
 - Redimensioned CPU, MEM and Storage of various TNPM components to cope with increased load
 - Resegmentation of Network Equipments between Collectors to improve operation maintainability
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Lead Services Engineer

AIA Bhd. | Malaysia | 2018 - 2019 AskSara Chatbot developed to assists AIA's Customers and Agents for information over Facebook Messenger. AIA wanted from existing managed service platform into IBM Clod Watson Assistant on IBM Cloud Platform

- Designed the Conversation flow in Watson Assistant to perform within the intended Pricing Plan
 - Designed a reusable Middleware for integration between Facebook Messenger and Watson Assistant using NodeJs Express Framework and PostgreSQL
 - Collaborated with Implementation Engineers to delivery solution
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Software Services Engineer

Public Bank Bhd. | Malaysa | 2017 - 2018 Public Bank wanted to upgrade the IBM Security Access Manager, Tivoli Directory Integrator and IBM Security Directory Server. The Central Access Web portal developed as Java Web Application was required to update for integration to continue working

- Updated Java Web Application accordingly to ensure Web Portal is able to redirect users to all integrated portals
 - Worked closely with user to ensure issues were resolved and added enhancements
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Staff Software Engineer

Network Performance Insight (NPI) | Malaysia | 2016 - 2017 NPI Production Development as part of the IBM Service Assurance Portfolio with tight integration with IBM Netcool Operations Insight (NOI).

- Product development using Scala, Java, JavaScripts, Bash Shell Scripting and Python
- Collaborated with Architects and Development Engineers to align delivery standards
- CI/CD Pipeline implementation with Jenkins, GitLab and Scala / Java Test suites as part of DevOps adoption
- Automated E2E BVT with containerized approach to quickly setup and tear down environments. Improving agility and assurance

Etisalat UAE | Remote | 2015 - 2016 Etisalat, prominent Telecommunication operation in Dubai wanted to refresh existing Service Assurance Platform with Netcool product suites.

- Created automation tools to migrate Staging configurations to Production with Java and Bash Shell script to reduce risk of promotion
 - Created automation tools to generate Cognos Reports based on configuration definition with Java to improve operational administrative efficiency
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Technical Presale Engineer

Remote & APAC | 2015 - 2016 New opportunities for Netcool product suites with Globe Telecom (Philippines) and TrueMove (Thailand)

- Prepared RFP Technical compliance document
 - Collaborated with Client Technical Architect to align solution direction
 - Collaborated with Product SME to align solution features
 - Prepared and maintain demo system
 - Conduct demo presentation with different user groups
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Staff Software Engineer

TNPM Data Provider | Malaysia | 2015 TNPM Data extension interface. The TNPM Data Provider is a common RESTful API to access the federated data within TNPM

- Developed interface with Java and deployable to Apache Tomcat and IBM WebSphere Application Server
 - Collaborate with Product Architect to ensure delivery were expected per roadmap
 - Collaborate with Tester to ensure quality and performance profiles are adequate
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Software Engineer

TNPM Alcatel-Lucent (ALU) 5620 SAM LogToFile | Malaysia | 2012 - 2014 ALU 5620 SAM is an enterprise grade, multi-domain network service management software that integrates with TNPM for Performance Management. As part of roadmap, TNPM ETL required enhancements to support the LogToFile protocol

- Re-designed and re-implemented the TNPM Bulk Collector according to LogToFile protocol
- Completed product certification successfully at ALU Lab in Canada
- Supported production roll out for Telus successfully

TNPM Cognos All-KPI Report Automation | Malaysia | 2010 - 2012 TNPM includes KPI Availability report as part of Product Feature. However it was costly to produce. An automation tool written to improve cost efficiency

- Created automation tool using Perl and TNPM Models in XML adhered to MVC framework

TNPM Technology Pack | Malaysia | 2010 - 2012 TNPM is a vendor and technology agnostic performance management tool supporting wide range of domains. The collector is a flexible ETL framework that supports wide range of protocols

- Developed ETL adapters to process data based on SNMP and File Transfer protocols using ECMA Script
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Education Details

Institute Name	Programme / Qualification	Completion Date
Coursera	Android App Development Specialization by University of Vanderbilt	June 2018
Coursera	Data Science Specialization by Johns Hopkins University	April 2016
Coursera	Functional Programming Principles in Scala	June 2014
Tunku Abdul Rahman College	Advanced Diploma in Technology - Electronics Engineering	Jan 2010

Open Source Software Contributions

Apache Calcite & Avatica

Data management framework based on Java.

JIRA ID	Description
CALCITE-705	DML in Avatica, and split Execute out from Fetch request
CALCITE-666	Anti-semi-joins against JDBC adapter give wrong results
CALCITE-259	Using sub-queries in CASE statement against JDBC tables generates invalid Oracle SQL
CALCITE-646	AvaticaStatement.execute method broken over remote JDBC