

IT MANAGER

- Highly accomplished IT Manager with over 15 years' experience in delivering strategic IT projects and high impact IT solutions for financial, telecommunications, and media industries.
- Solid experience in conceptualising and driving technical solutions for complex problems with specific domain expertise in the areas of data assessment, architecture, and analytics.
- Excellent knowledge of various software applications and capable of leading teams in delivering projects within time and budgetary restraints.
- Strong business acumen and excellent interpersonal and communication skills.
- Proactive manager, team builder and tactical planner with ability to attract and secure solid working relationships at the strategic level and translate business needs into technical specifications.

AREAS OF EXPERTISE

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| <input type="checkbox"/> IT Operations Management | <input type="checkbox"/> Solution Architecture | <input type="checkbox"/> IT Policies & Procedures |
| <input type="checkbox"/> Client Management | <input type="checkbox"/> Project Management | <input type="checkbox"/> Analysis & Strategy |
| <input type="checkbox"/> Systems Rollout | <input type="checkbox"/> Leadership & Teamwork | <input type="checkbox"/> Communication Skills |

PROFESSIONAL EXPERIENCE

IT MANAGER – SAS

Jul 2010 – Present

Global Tech Services, U.S.

- Control and captain team of 4 system engineers to drive advancement of full-fledged marketing analytics platform for Singapore's largest media company.
- Oversee technological runway from conception to completion and review. Ensure projects meet business needs and resource constraints.
- Devise and maintain strong follow-up and reporting processes to ensure smooth project execution and quality assurance in deliverables.
- Liaise closely with implementation teams and business analysts to identify and document bugs and change requests. Lead issue resolution as per documented SOPs, conduct post mortems, and document issue in reports for management. Communicate and share improvements as best practices to other business units.
- Manage large-scale, impact assessments to determine nature and extent of change. Develop transition plans to manage bottlenecks identified and remediation plans to arrest vulnerabilities.

Significant Achievements

- Leveraged on SAS and SQL applications to design, develop and deploy a turnkey, digital database that consolidates all local digital campaigns and media assets into a global data repository that performs granular analysis and data harmonization and produces actionable insights.
- Harnessed SAS/ETL to develop a fully automated churn analytics module to identify users at risk of attrition and channelled corresponding users to customer care department in order to improve customer retention and foster customer loyalty.

SENIOR SYSTEMS ADMINISTRATOR

Oct 2006 – Jun 2010

ABC Company Limited, U.S.

- Conceptualised, designed, implemented and maintained hardware, software and network infrastructure of ERP system whilst managing budget of USD \$500,000, tailoring system to suit various departments.
- Sourced, selected and worked closely with vendors, working within budget constraints to complete project on schedule.

Significant Achievements

- Directed USD \$100,000 project of implementing ERP system for invoicing, warehousing, HR and payroll, from project conceptualisation and planning to user testing, automating work processes that were previously conducted manually.
- Pioneer of automated system, streamlining work processes and reducing man-hours down distribution line such as issuing invoices.
- Trained over 1,000 local users who were unfamiliar with computers from scratch.

PROJECT CO-ORDINATOR

Aug 2005 – Oct 2006

Hewlett-Packard, U.S.

- Managed project analysis and preliminary manpower allocation, scheduling, and cost control, liaising with client and senior Project Team. Supported Pre-Sales team in drafting and preparation of tenders.
- Coordinated project delivery, managing teams of 2-8, monitoring deployment, verifying delivery timeframes and objectives, and acting as central point of contact for all project stakeholders.

Significant Achievements

- Contributed to project scoping and delivery across desktop, server and storage solutions for corporate and government clients across Singapore, valued from USD \$150K to USD \$5M.
- Determined and defined business requirements, identified areas of process improvement, and presented business case and tender to client senior management team, securing project valued in excess of USD\$2M.
- Engaged in production of dashboards on tableau and PHP for documentation and visualization of KPIs that track brand health and equity and monitor competitive landscape.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Project Management Professional (PMP)

New Horizon, U.S, 2008

Bachelor of Science (Hons.) in Network Computing

Coventry University, U.S, 2007

Diploma in Information Technology

Ngee Ann Polytechnic, U.S, 2003

TECHNICAL SKILLS

Operating Systems

Windows Server 2000/2003/2008 R2 Enterprise, Windows XP/Vista/7, SharePoint 2010, Office 365 Exchange/SharePoint 2013, Mac OS, DOS.

Software

MS Exchange Server 2010, MS AX Dynamics, Firewall (Sonicwall), Lotus Notes, MSE, Symantec, Symantec Backup EXAC.

Database

SQL Administration.

Hardware

DELL Power Vault/Edge Servers, Cisco Call Manager 8.5 VOIP (Publisher, Subscriber Unity & Presence).

AWARDS & CERTIFICATIONS

Microsoft Certified Professional (MCP)

Microsoft Certified Systems Administrator (MCSA)

Microsoft Certified Systems Engineer (MCSE)