
NEIL CLARK

Senior IT Manager

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Executive Summary

- Senior IT Manager with over 17 years of technical and managerial experience in providing businesses with innovative technological solutions to support organizational function and maximize growth.
 - Deep expertise of Information Systems, Enterprise Resource Planning Platforms, Programming, Stakeholder Management and Project Management across both technology and retail sectors.
 - Revamped physical and digital infrastructure for over 900,000 member merchants and individual sellers for enhanced end-user experience, participation and sales volume by technological intervention at NTUC Link Pte Ltd.
 - Optimized organizational architecture by streamlining databases to remove wasteful duplicates binding workflow at commercial, retail giants such as SISTIC, Isetan, NTUC Fairprice.
 - Strong technical background, ex-Intel, "Go To Market with IBM" company awardee with strong penchant for managerial IT positions to motivate team and department development for holistic business progress.
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KEY SKILLS

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|---------------------------|------------------------|------------------------------|
| • Systems Programming | • Budgeting | • Vendor Management |
| • Auditing | • Strategic Planning | • Analysis & Troubleshooting |
| • Supply Chain Management | • ERP & POS Systems | • Change Management |
| • Cloud Services | • Information Security | • Team Management |
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PROFESSIONAL EXPERIENCE

SENIOR IT MANAGER

Aug 2013 – Present

NTUC Link Pte Ltd., Singapore

- Oversee 800,000 SGD annual budget to deliver full spectrum of enterprise services for over 900,000 labor union members nationwide, solely accountable for all managerial decisions regarding operations issue identification and resolution with the digital platform.
- Report directly to NTUC Link CIO; prepare progress reports on local operations and projects by regional breakdown, customer profile demographics, identified process bottlenecks and opportunities for systemic rejuvenation.
- Develop and ensure two-way communication between IT function and business objectives for overall alignment; coordinate and liaise with key management and partners; lead overall strategy planning to ensure standardized policies and procedures, build efficient and secure IT infrastructure for entire business operation.
- Direct team of 5 dedicated specialists with expertise in key verticals such as: Infrastructure, Applications, Networks & Voice, Security, Maintenance and Planning; ensure attainment of strategic objectives of control, stability, scalability and cost effectiveness as defined by group mandate.
- Manage talent pipeline, oversee IT recruitment and selection, identify and meet training needs and conduct staff appraisals, introduce new processes to ensure smoother organizational processes and stronger teamwork.
- Spearhead technology and functional revamp of 10-year old core loyalty platform; drive identification and standardization of software, application and hardware, liaise and consult closely with customer base feedback and vendors to understand business processes and resolve issues for optimal customer purchasing experience.

Significant Achievements

- Accomplished total revamp of physical and digital loyalty platform with minimized space on all cashiers' POS table due to innovative NETS terminal incorporation; renovations further boasts higher robustness, quicker merchant onboarding, and vastly higher capacity for consumption traffic; thus able to accommodate significantly higher merchant visits per day and even designed with rigorous flexibility thus scalable upon business demand expansion.
- Achieved notably higher seller participation thus higher visibility and reach of business by creation of new ecommerce store for individual sellers with improved functionality, enhanced User Experience and better loading speeds.
- Saved over 100 work hours of company by streamlining critical business processes through technological integration via automation, enhanced quality and efficiency of operation processes by studying, mapping business processes; identified critical bottlenecks and proposed opportunities for streamlining of database systems.

SOLUTION CONSULTANT

May 2012 – Apr 2013

IBM, Singapore

- Supervised team to evaluate project details, propose solutions, liaise with vendors and monitor development of work.
- Led pre-sales and implementation for IBM DB2 solutions for broad range of clients regionally; managed requirements gathering and direct bug-fixing and enhancements according to client requests.
- Coordinated manpower for optimization and expansion of IBM product infrastructure and systems security.
- Conducted training sessions post implementation for end users; optimized user experience by standardizing software, application and hardware, assisted in actual deployment at the client's premises to augment, reduce risk and accelerate the projects with subject matter expert knowledge.

- Liaised and communicated closely with the other regional teams to ensure common best practices and contribution to the worldwide team with specific local projects, e.g. writing whitepapers and building additional training materials.

Significant Achievements

- Led immense success of the porting assessment and assistance within tight deadline and budget with various commendation from C-level management and wide support of end-users.
- Achieved the company culture objective: "Go To Market with IBM" by successfully presenting in the best light value of the IBM product range to key business partners and tier-one clients.
- Accomplished successfully information transfer as evidenced by 70% passing rate for certification test proctored after leading technically challenging IBM courses.

SOLUTION ARCHITECT

Aug 2006 – Apr 2012

Welcome-Realtime, Singapore

- Led team of 7-10 off-shore outsource partners, engineering specialists from Vietnam and India, to ensure on timely and quality completion of task modules to clients' satisfactory expectations.
- Devised solution blueprint to translate into technical specification after understanding the business functional requirement, directed production of accompanying end-user documentation / user guides, technical and system configuration and test plan documentation using UML toolkit, J2EE pattern, front-end development and database tools.
- Directed liaison between the internal development team, vendor and users; led training for project team members to ensure thorough understanding for demonstration and application support of released product.

Significant Achievements

- Managed team morale amidst overtime, coordinated effectively with domain experts, end-users and team, streamlined division of labor.
- Led knowledge transfer to entry-level and seasoned executives to match fast pace of difficult project, identified potential risk, led research for contingency plans for ultimately successful and timely completion.
- Successfully implemented through meticulous development and people training, the Extended Loyalty System (XLS) and Post Issuance Engine (PIE), driving workflow by tremendous margins.

SENIOR SYSTEM ANALYST

Jul 2004 – Aug 2006

SISTIC.com Pte Ltd., Singapore

- Led team of 5-6 experienced and entry-level executives to customize analysis, design, testing and implementation of solutions to meet feasibility and effectiveness components.
- Initiated cross-functional communications between Management, sales and support team, development team, internal and external vendors to streamline workflow; drove collaborative synergy to enhance project outcome.

Significant Achievement

- Successfully developed the physical SISTIC Ticketing System and digital Internet Content Management System to customer satisfaction for the Event & Ticketing clientele in the Asia Pacific region.

CONSULTANT

May 2003 – Apr 2004

National Computer Systems, Singapore

- Led team of 2-3 to perform detail analysis, design of systems; coordinated effort between front-end development and user experience to optimize workflow of projects.
- Drove multiple testing to ensure code specifications and user requirements specifications are met.

Significant Achievement

- Oversaw projects' completion, improved e-government solutions within tight deadlines and challenging specification bandwidths.

EDUCATION

Bachelor of Science in Information System & Computer Science

National University of Singapore, Singapore, 2003

TECHNICAL SKILLS

Software

Adobe Photoshop • Macromedia Flash/Director/Dreamweaver • Apache Struts/Ant/Log4j/ CVS • RedHat JBoss/Hibernate • Borland JBuilder • BEA Weblogic • VSS • Cloud • Mercury Interactive Test Director • Eclipse • Netbeans • Business Object Crystal Report • Oracle Software & Applications • Java • Windows Server • MS Office • Java J2EE Components

Databases

IBM DB2 • MySQL • PL/SQL • Apache • Microsoft Access

Programming Languages

Java Programming • C/C++ Programming • JavaScript • Microsoft SQL DB • CSS • HTML • UML • DHTML

Others

Apache Web Server • Microsoft IIS Web Server • Windows Server • Iplanet Application Server • Servlet Engine • Rational Rose Enterprise Edition • Power Designer • Solaris • Open Symphony Webworks/Quartz • Spring Framework