Chew Ne Wei

Senior Business Consultant
Hitachi eBworx Sdn. Bhd.

(+60) 163168296 | nwchew07@gmail.com | Selangor

Experience

18 years of total experience

Aug 2021 - Present

Senior Business Consultant
Hitachi eBworx Sdn. Bhd.

Industry	Computer / Information Technology (Software)
Specialization	IT/Computer - Software
Role	Functional Consultant/Business Analyst
Position Level	Manager

I work as a Senior Business Consultant and manager, to a team of 10 business consultants and 2 quality auditors.
Grooms and mentors the team to have the required skills and knowledge, and be competent in their work. Consistently providing constructive feedbacks for continuous improvement.
Works closely with internal project team, technical team and external clients.
Arranges and manages resources to complete projects within project schedule.
Serves and supports a multinational regional financial services provider's transaction banking client which offers cash management, trade finance and supply chain financing solutions.
Understands client's business requirements, pain points, assesses functional impact and conceptualize solutions based on the requirements and future expansion.
Conducts proposal workshops and presentations to the clients.
Performs as a Test Manager to structure the test strategy and planning. Follow up closely on testing progress to ensure adherence to timeline and to implement new strategies to prevent any possible delays.
Reviews documentations such as Functional Specification Document, Requirement Traceability Matrix and test scripts to ensure accuracy and coverage to include all business rules, validations and scenarios.
Identifies potential risks and impacts, and implements steps to prevent them from happening.
Ensures project is delivered within schedule and budget, and deliverables meet agreed quality standards.
Works closely as a team to ensure the functional requirements are developed into the application.
Commits to continuous improvement, refinement and delivery.
Responsible for forward resource management, team building and staff career growth.

Feb 2017 - Jul 2021
(4 years 6 months)

Regional Product Manager
Hong Leong Bank Berhad | Kuala Lumpur, Malaysia

Industry	Banking / Financial Services
Specialization	Banking/Financial Services
Role	Corporate Banking
Position Level	Manager

Have experience working as a manager in different teams, i.e. Client Services, Channel Management and Product Development in Transaction Banking - Wholesale department.

BAU:
Performs system maintenance and support for internally developed client on-boarding application and service request workflow system, and enhances it by expanding its capability to support extra Corporate Internet Banking system/ channel and campaigns.

Improved the department's administrative operation effectiveness and efficiency through the automation of tasks by automatically
- generating batch starter kits for customers daily
- sending SMS messages daily
- backing up databases daily
- generating reports monthly

Performs data extraction using Teradata
- with statistical data for management's analytical purposes.
- for product performance status and analysis.
- for business development team for their new campaign launch.

Develops, supports and maintains corporate web pages including user guide, forms, templates and etc.

Supports challenge response token purchase, renewal and maintenance.

Involves in bank-wide integrated system disaster recovery exercise and health check for Corporate Internet Banking systems.

Supports Corporate Internet Banking production issues and performs user acceptance testing for bug fixes.

Uses and maintains HP Unified Functional Testing (HP UFT tool) scripts for system testing's purpose.

Performs system sanity test and system health check to ensure Corporate Internet Banking systems are functioning correctly after fixes are deployed into production environment.

Developed MIS program to automate deposit movement daily report generation.

Projects:
Managed Electronic Imaging Workflow System (EIWS) project and implemented it to store customers' documents electronically in the system.
Developed scripts and automate import of existing customers' document from client on-boarding application tracking and service request workflow system to EIWS daily.

Involved in and contributed to digital client on-boarding, e-Token and RPP projects.

Developed converter program for converting old Corporate Internet Banking's payment template to new Corporate Internet Banking payment template.

Managed systems relocation from Wisma Hong Leong to Menara Hong Leong.

Successfully launched Corporate Internet Banking system - Hong Leong ConnectFirst.

Managed and implemented payment invoice for bulk payment project to aggregate the payment transactions into a single transaction to save customer fees and enable combined payment invoice to be sent to the same beneficiaries.

Managed and implemented risk management system for Regional Corporate Internet Banking systems to detect, clean and prevent malware, fraudulent access and transactions.

Managed and implemented process automation tool to improve operation productivity and meet the SLA of customer on-boarding.

Managed File Converter Utility, Global API integration, and integration of Corporate Internet Banking and EDW systems projects.

Contributed to the success for Hong Leong Bank Berhad in winning:
• 'Best Bank in Malaysia' for the Cash Management Customer Satisfaction Survey Award 2017 by Asiamoney
• 'Best Cash Management Project in Malaysia' for The Bankers' Choice Awards 2018 by The Asian Banker
• Asian Banker: Malaysia's Best Payment Bank 2019
• Global Finance: Malaysia's Best Cash Management Bank 2019
• The Asian Banker: Best Corporate Payment Initiative, Application or Programme 2019

Apr 2011 - Jan 2017 (5 years 10 months)	**Senior System Analyst** Astro

Industry	Call Center / IT-Enabled Services / BPO
Specialization	IT/Computer - Software
Role	System Analyst
Position Level	Senior Executive

I work as a senior system analyst in Astro supporting the following systems with 143 production servers.
• Contact centre systems, i.e.
    • Aspect Unified IP v6.6 with 230 seats used by Telemarketing department
    • Aspect Unified IP v7.1 with 358 seats used by Upsell and Winback departments
    • Avaya with 650 seats used by Customer Service department
• Customer Information Management
• RightFax
• Customer Information Portal
• Financial systems (Infrastructure), i.e. Systems Applications Products (SAP), Esker, Corporate Audit, Bill, Statistical Package for the Social Sciences (SPSS), Architecture of Integrated Information Systems (ARIS)

I am a technical lead leading 2 team members and have trained 5 team members.

Understands contact centre infrastructure technologies, assessing contact centre metrics, tweaking system configurations and changing operation workflow to improve contact centre performance.

Reviews call results, agents' productivity report, inbound and outbound calls' Average Talk Time (ATT), After Call Work (ACW) and Average Handle Time (AHT) reports, first call resolution report, call occupancy report and service level report.

Understands and analyzes business requirements. Provides the best approach in fulfilling them considering future possible progresses. Acting as a single point of contact for all end-users on support needs, following up on on-going activities and ensuring quality job done.

Supports implementation of process improvements by automation or technology enhancements eliminating manual human intervention routine work.

Performs minor system enhancements to improve business user's operation efficiency.

System support, maintenance, troubleshooting, bug fixes and apply security updates. Responsible for delivering 99.9% of critical system up-time.

Manages system maintenance contract renewal.

Jul 2005 - Mar 2011
(5 years 9 months)

Senior Analyst Programmer
AmBank (M) Berhad

Industry	Call Center / IT-Enabled Services / BPO
Specialization	IT/Computer - Software
Role	Software Engineer/Programmer
Position Level	Senior Executive

I work as a senior analyst programmer in AmBank Group contact centres supporting Aspect software, a unified communications and contact centre software, and a CRM software from Unisys. AmBank Group (M) Berhad houses 2 contact centre systems and caters for 4 different departments with cumulative capacity of 400+ seats.

Manages and leads a team in successfully launching AmAssurance contact centres and expansion project.

Manages and maintains the CRM used by contact centre users. The single sign-on, unified, front-end application used by the contact centre users is integrated to several back-end systems including mainframes, web servers, HSM (Host Security Module for telephone PIN) and a middle-ware application.

Understands and analyzes business requirements. Provides the best approach in fulfilling them considering future possible progresses. Acting as a single point of contact for all end-users on support needs, following up on on-going activities and ensuring quality job done.

Develops and enhances contact centre IVR flows.

Supports implementation of process improvements by automation or technology enhancements.

System support, maintenance and troubleshooting. Responsible for delivering 99.5% dialer up-time for a 24 x 7 system.

Planned and implemented BCP and DR for 2 contact centre systems. In the event of total disaster, the contact centres can fail-over to each other.

Involves in the contact centre software upgrade project.

Nov 2003 - Dec 2003
(2 months)

Trainee
Acenet Communications (M) Sdn Bhd

Industry	Computer / Information Technology (Software)
Specialization	IT/Computer - Software
Position Level	Fresh / Entry Level

User Acceptance Tester

Education

2005

Universiti Tunku Abdul Rahman
Bachelor's Degree in Computer Science/Information Technology | Malaysia

Major	Computer Science, Programming and Software Engineering
CGPA	3.1 / 4.0

| 2003 | **Kolej Tunku Abdul Rahman** |
| | Advanced/Higher/Graduate Diploma in Computer Science/Information Technology | Malaysia |

| Major | Computer Science and Applied Mathematics |
| CGPA | 3.299 / 4.0 |

Skills

Advanced	Windows Server, Microsoft Office
Intermediate	Visual Basic, Ms SQL Server, MySQL, Sybase, Teradata, VMware, Aspect, Joomla
Basic	HTML,XHTML,DHTML,CSS,VBScript,JavaScript, C++ Language, C Language, Java Language, Project Management, Web Development, Avaya, Workforce Management, Bomgar, IIS: Admin & Troubleshooting, ITIL Foundation certification, AWS

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
English (Primary)	8	9
Mandarin	8	7
Bahasa Malaysia	7	7

Additional Info

| Preferred Work Location | Kuala Lumpur, Selangor |

Other Information
OBJECTIVE:
To attain a challenging position in the field that provides an opportunity to work with lots of room for professional growth. I aspire to be a top notch in my profession, and strive to gain further exposure and experience in the roles I am assigned.

STRENGTHS:
Committed, responsible and reliable on tasks assigned
Putting in time, effort and determination to achieve excellence in tasks assigned
Dedicated and energetic
Time management and tasks prioritization skill
Proficient at ensuring successful execution of IT projects, and adapting IT infrastructure set up and management
Effective in leading with exceptional communication, team building, interpersonal and analytical skills
Training up successors/ team members
Identifying strengths and weakness in team members and enhancing their capabilities
Vendor management and incident management

COURSES ATTENDED:
0162: Administration: eWorkforce Management 7 System Management Essentials
0045: Optional Features: eWorkforce Management Perform Essentials
0211: Implementation: eWorkforce Management 7 Maintenance Essentials
51434s Fundamentals of the UNIX System
AWS Business Essentials
AWS Technical Essentials
FAST PROGRAM - Fundamentals   Sales Training
Ethics in Banking
Design Thinking Workshop
Next Big Tech Asia 2018
Complete Privilege Management Achieving SOC Efficiency for IT & OT

Brown Bag - Cyber Security & Data Privacy
Asia IoT Business Platform 2018, Kuala Lumpur
BankTech Asia 2018

IMPORTANT CONTRIBUTIONS/ ACCOMPLISHMENTS:
AmBank:
Project management for the implementation of 2 contact centre systems which comprise of 4 contact centre sites with a total of 400+ seats.

Contributing to the success for AmBank in winning:
• Bronze Award for Best In-House Contact Centre (above 50 seats category) at the 6th Contact Centre Association Malaysia Contact Centre Awards 2006
• 5 awards at the 8th Customer Relationship Management & Contact Centre Association Malaysia Annual Contact Centre Awards 2007
• 2 awards at the CCAM Annual Contact Centre Awards 2008
• 3 awards at the 10th CCAM Contact Centre awards 2010, one of which is Silver Award for the Best In-House Contact Centre (above 50 seats category).

Managed and led a team in successfully launching AmAssurance contact centres and expansion project

Planned and implemented BCP and DR for two contact centres. In the event of total disaster, the contact centres can fail-over to each other

Astro:
Project management for the implementation of contact centre and CRM systems with development, UAT and training environments for Astro Telemarketing and Upsell departments
Process improvements such as setting up e-mail system to receive notification on system critical alerts, automation of reports generation, sending reports via e-mail, downloading of call results from SFTP and housekeeping of log files
Managed project and implemented contingency plan for inbound PRI line for contact centre as BCP
Enhancement on existing quality assurance system
Involved in the implementation and launching of 7 outsource Telesales contact centres
Involved in the implementation of group Managed Print Services system to replace RightFax used by 1 department
Project management for the implementation of VoIP to save contact centre's OPEX of 40-50% of the existing call billing cost
Involved in the expansion of the current contact centre system to cater for Astro Winback department's usage

About Me

Gender	Male
Age	40 years
Address	27, Jalan Kajang Perdana 12/6, Taman Kajang Perdana, 43000, Selangor, Malaysia
Nationality	Malaysia