Derick foong
Group IT Manager (8 months)
INTELEK CERIA SDN. BHD.

(+60) 1111326066 | derickfoong@gmail.com | MYR 11,000 | Petaling Jaya, Selangor

Experience

17 years of total experience

| Jun 2022 - Present (8 months) | **Group IT Manager** |
| | INTELEK CERIA SDN. BHD. | Selangor, Malaysia |

Industry	Healthcare / Medical
Specialization	Corporate Strategy/Top Management
Role	Others
Position Level	Manager
Monthly Salary	MYR 8,500

1. Oversees total of 4 Hospitals IT Department
    - Sungai Long Medical Centre
    - Anson Bay Medical Centre
    - Kota Bahru Medical Centre
    - Putra Specialist Hospital Batu Pahat
2. Oversees the existing ERP (SAP) for HQ and Hospitals financial accounting system
3. Oversees all 4 hospitals HIS (Hospitals Information System)
4. Oversees IT corporate governance and standardization
5. Oversees IT Cyber security and Business Continuity Plan
6. ICT technical consultant for 2 new upcoming Hospitals project renovation (Kota Bahru and Kulim).

Experiences
1. GRC role
    a) IT Policies and SOP
    b) Business Continuity Plan (IT Disaster and Recovery, RTO / RPO, IT point of contacts and roles)
    c) Implementation of ISO 27001 (current stage : improves IT foundation in security from aspects of People, Process and Technology)
    d) Cyber security (hardware and system topology / architecture, user awareness)
    e) Collaboration of vulnerability and Penetration testing with vendor
2) IT applications (Project)
    a) Business process
    b) System implementation (Project roadmap and timeline)
    c) User requirement study
3) IT Operation and Hardware project
    a) Network (Firewall, Switches, Routers, Load Balancer)
    b) System (Operating System, Backup solution)
    c) Improvises daily operation flow
4) Business
    a) Digitalization of Healthcare Business (E Commerce)
    b) Adaption of technologies and system to improves Business and Operation requirement

| Apr 2021 - May 2022 | **IT Project Manager / IT GRC / IT Operation** |

(1 year 2 months)   Life Care Diagnostic Medical Centre Sdn Bhd | Kuala Lumpur, Malaysia

Industry	Healthcare / Medical
Specialization	Corporate Strategy/Top Management
Role	Others
Position Level	Manager

- Oversees IT Corporate governance and standardization
- Oversees IT Cyber security and Business Continuity Plan
- Oversees Digital transformation project
  1. Corporate Mobile Apps
  2. Website design (revamp of new website)
  3. E-Commerce (Medication and vaccination)
  4. AI Chatbot
  5. Membership loyalty points
  6. ERP system
7. Queue Management System (inclusive Online Appointment)
- Oversees 3 new expansion sites SS2, Subang Jaya and Cheras South mall infrastructure design

Completed Tasks
1.   Implementation of IT Policies, BCP plans (previously no IT policies and BCP plan)
2. Application implemented:-
    a) Drive Thru Covid Swab test system for patient and Hospital
    b) Covid vaccination system (integrated with WooCommerce for purchase)
    c) Customer and Cashier service portal (front end for patient registration, appointment, POS - payment)
    d) AIChat bot system (intergrated to website and mobile apps)
    d) Enchancement for HIS system (appointment, intergration with ERP)
    e) API implementation for HIS, ERP and 3rd party system (AiChat Bot, Customer and cashier service portal, Covid vaccination, Covid Drive Thru)
3. Revamp on premise infrastructure and security
4. Implementation of Private Hybrid Cloud for Hospital operation system (ERP, HIS) and off site backup solution.

Experiences
1. GRC role
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Aug 2018 - Apr 2021   **Project Analyst / GRC Analyst**
(2 years 9 months)   THOMSON HOSPITALS SDN BHD | Malaysia

Industry	Healthcare / Medical
Specialization	IT/Computer - Hardware
Role	Project Management
Position Level	Senior Executive

- Lead in all projects of current company such as Server, Network architecture and Security
- Overseeing IT Policies and Business Continuity Plan for IT Operation team
- Perform project planning and design of Infrastructure setup (Server and Network)
- Undertaking additional role of IT Security (which in charges of Network and Server security design, breach, risk factors, assessment and penetration testing)
- Lead Third party vendors to perform Security assessment and penetration testing
- Project Manager and ICT consultant for existing building expansion (which will be completed by Q4 2020) and new Hospital setup in Iskandar, Johor (upcoming 2020)
- Involve in new HIS and EMR deep dive project review (part of the committee team), such as Hesper, Strateq, Meditech, Nova and others. Project expected to be rolled out on Q4 2019.
- Lead in Server, Network and Security design for new HIS and EMR project which will be rolled out at Q4 2019.
- Manages Infra IT budget and Project Budget for new building expension and new hospital in Iskandar, Johor.

Leading 9 projects as Project Manager
1.Robust Core IT Infrastructure - Data Center
2. Robust Core IT Infrastructure - On-Premise ICT Equipment
3. Robust Core IT Infrastructure - Leased Lines
3. Robust Core IT Infrastructure - End User PC
4. Robust Core IT Infrastructure - MFP
6. M365 - One Portal (Phase 1)
7. M365 - One Portal (Phase 2)
8. QMS Project
9. ITSM

Project Member
1. HIS and EMR (ERP- SAP)

On Going project
Project :- 1. ICT architecture for new building
            2. IT hardware server and network equipment for IT Hub room and Server Room
            3. Design of New Server Room (UPS, Air Conditioning, Raised Floor)
            4. Portering system (Infra)
            5. Call centre (VOIP infra)
            6. EMR and HIS project (app and infra)
            7. ICT architecture design for New Server room and Existing server room
            8. Budget planning (Plan for 5 years payment terms for entire project)
            9. IVF Clinical System
           10. IVF Lab system
           11. Retail POS solution

Security :- 1. Assessment of Server and Network architecture
            2. BCP and Code white (risk analyst and SOP)
            3. Network Assessment and Penetration
            4. OS hardening according to CIS benchmark
            5. Lead IT strategy roadmap for ISO 27001 and ISO 27002

Experience
IT Security products : Fortinet, Sophos, Check Point, Watchguard
IT Hardware : 1. HPE and Aruba (L3 switch such as modular switch, SAN storage MSA, Wireless AP solution, Server)
              2. Cisco Switches

3. Dell EMC storage and Server
IT Backup solution : Symantec (Tape backup), Veeam, Avamar and Acronis

Jun 2015 - Jul 2018 (3 years 2 months)	**Senior IT Executive**

Chin Hin Group Berhad | Kuala Lumpur, Malaysia

Industry	Manufacturing / Production
Specialization	IT/Computer - Network/System/Database Admin
Role	Supervisor/Team Lead
Position Level	Senior Executive

-Team lead for IT Support and IT Infrastructure (Server and Network)
- Overseeing 2 technical support staffs
- Oversees nationwide technical support and infrastructure requirements, a total of 22 companies throughout Peninsular Malaysia, with another 2 more new sites upcoming
- Manages IT operation costs and yearly budget
- Involves in active role all Project planning and Cost cutting measures for IT Infrastructure team
- HQ and Branches support (Exchange email server, 1st level ERP support, Domain server, IT Helpdesk system, Corporate intranet and Cloud infrastructure)
- implementation of a proper Backup System in corporate (prevention from Malware Threats)
- Project manager for below projects
  = Cloud migration and implementation (AWS)
  = Metro-E fibre implementation in HQ office to facilitate for IP Sec VPN (Branches, Plants and Cloud) and External access for certain plants
  = Fibre project cabling in Starken Serendah plant (Total implementation period : 2 weeks)
  = ISP upgrade for Starken Serendah plant (Total implementation period - 2 weeks)
  = Wireless Access Point installation in Metex Nilai plant (Total implementation period - 2 weeks)
  = Relocation for Metal Sphere Business unit (for IT peripherals and Infrastructure only, Total implementation period - 1 week)
  = centralized network implementation for 14 branches and HQ, IP Sec VPN Tunnel (Total implementation - 2 months)
  = YES Broadband implementation for Concrete Plants, total of 12 plants (Total implementation - 3 months)
  = Setting New Office IT Insfrastructure (Starken Technical Office, Green Cement, Midah Prosperity, HR Office, Cultural Centre, Diva Victory, Mi Polymer, Epic & Midah, PPCH Semenyih Warehouse, G Cast Rawang Plant, G Cast Bidor Plant, G Cast Kulai Plant)
  = centralized implementation of Sophos Anti Virus for HQ and Branches (Total implementation period - 1 month)
  = Concrete Batching software implementation for HQ and Plant (IT Insfrastructure only, Total implementation period - 3 months)
  = Metro E Internet line implementation in Metex Nilai office (Total duration - 3 weeks)
  = implementation of Cloud Computing (corporate road map from 2018 until 2020)
  = BYOD project (BYOD = Bring Your Own Device)
  = Implementation of IT Helpdesk System (Total Implementation period – 1 month)
  = Implementation of Central Monitoring tool for IT Infrastructure (Total implementation – 3 weeks)
- provide training to all end users if there is any new changes of software or new implementation
- active role in engaging vendors for new and existing project implementation
- IT consultant for newly merge company for IT infrastructure (Roxsil, CHL Logistic, Solar West, Asthetik Property, Chin Hin Property and others)

Oct 2014 - May 2015 (8 months)	**IT Executive**

Konica Minolta Business Solution Centre | Selangor, Malaysia

Industry	Call Center / IT-Enabled Services / BPO

Specialization	IT/Computer - Network/System/Database Admin
Role	IT Executive/MIS
Position Level	Senior Executive

- overseeing 3 technical staffs for IT operation (Infra and support)
- nationwide team leader for Infrastructure and technical support which consists of 3 employees
- oversees nationwide technical support and infrastructure requirements, a total of 14 branches
- HQ and branches server support (IBM servers consists of call centre, local email server, Lotus notes, domain server, citrix)
- HQ and branches network support which consists Cisco router,Cisco Wireless, and Juniper Firewall (mainly focus for SSL VPN connection)
- team leader oversees ANIRA (AT&T VPN connection) project implementation for all 14 branches throughout Malaysia (project completion on 18th March 2015)
- team leader oversees SOPHOS UTM project implementation (on going since 19th March 2015) for HQ and nationwide branches rollout
- proactive in Microsoft Dynamic CRM project rollout, mainly focus on infrastructure support (project goes live on 1st March 2015)
- proactive in SAP project implementation and roll out which dues on 31st March 2015, mainly focus on infrastructure support

Apr 2011 - Sep 2014
(3 years 6 months)

IT Executive
Clariant Malaysia Sdn Bhd | Selangor, Malaysia

Industry	Manufacturing / Production
Specialization	IT/Computer - Network/System/Database Admin
Role	IT Executive/MIS
Position Level	Junior Executive

- manages all IT related devices hardware and software especially SAP(from server side to client side)
- oversees 4 offices in Malaysia (Shah Alam - HQ, Shah Alam Lab, KL ,Butterworth) and 2 offshore location
    (Kemaman and Labuan - Oil and Gas related office)
- manages IT operation costs and yearly budget
- involves in active role all Project planning and Cost cutting measures for whole IT department
- involves in Green Belt and Lean Sigma project yearly (for cost cutting measures)
- manages all project implementation time frame and schedule
- manages implementation project
   = new office setup in KL (Oil and Gas business unit)
   = Microsoft Lync VOIP
   = new regional R&D lab setup - in progress (near completion)
   = Lease circuit for Telekom (for cost cutting project)
   = Video Conference - in progress
   = installation and implementation of CCTV and Door Access for all offices
   = leasing for all IT related equipment (for cost cutting project)
   = replacement of new Multi Function Copiers for all office branches throughout Malaysia (for cost
       cutting project)
   = production CPS implementation to save cost and efficiency on IT related field.
- provide training to all end users if there is any new changes of software or new implementation
- active role in engaging vendors for new and existing project implementation

Aug 2010 - Mar 2011
(8 months)

IT Support Engineer
Tamico Bell Holdings Sdn Bhd

Industry	Computer / Information Technology (Software)
Specialization	IT/Computer - Network/System/Database Admin
Role	Others

Position Level	Junior Executive

- manages technical support for all IT related devices in office
- provide onsite support for customers on IT related devices
- manages installation of door access software (such as RCG, Falco) and panasonic network camera for customers
- manages office server (for data storage, call center and ubs) with a senior
- troubleshooting on network camera and door access softwares
- provide remote viewing on cctv devices

Sep 2009 - Jul 2010
(11 months)

Indoor Support
Pointsoft Malaysia Sdn Bhd

Industry	Computer / Information Technology (Software)
Specialization	IT/Computer - Software
Role	Others
Position Level	Junior Executive

- provides technical support for food and beverage companies (pos cashier terminal system)
- repairing cashier terminal system
- troubleshooting cashier terminal system in terms of hardware and softwares
- manage calls from customer
- responsible for all warranty products
- responsible for stocks in store room
- provides onsite support

Education

2016	**Open University Malaysia (OUM)**
	Diploma in Business Studies/Administration/Management | Malaysia

Skills

Advanced	Network Management, Network Troubleshooting, Network Administration, Network Security, IT Hardware, IT Hardware And Software, IT Management, IT Project Management, IT SUPPORT, IT Security

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
English	7	7
English	7	7
Mandarin	7	0
Mandarin	7	0

Jobstreet English Language Assessment (JELA)

Date Taken	4 Aug 2021
Score	30/40

Additional Info

Expected Salary   MYR 11,000
Preferred Work Location   Selangor, Kuala Lumpur

Other Information
Reference

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About Me

Gender   Male
Age   36 years
Address   Petaling Jaya, Selangor, Malaysia
Nationality   Malaysia
Permanent Resident Malaysia