



# Gangatharan Sreetaran

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## Profession Objectives

Contribute to the success of organization with over 23 years of IT Solutions, Operations, Risk Management and Project Management expertise. Geared up and motivated to utilize ascertained knowledge to the success of team and the organization as a whole. Excited to gain new knowledge and continue to be current on new technologies and solutions.

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## Personal Particulars

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**Date of Birth:** 21<sup>st</sup> August 1976

**Nationality:** Malaysian

**NRIC No:** 760821-05-5255

**Sex:** Male

**Education:** MBA (University of Wales U.K) (2012)

**Certifications:** CISSP (2007), ITIL (2005), ISO 9001:2000 (2005)

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## **Specialist Skills**

- Specialised in Information Security Solutions, IT Risk Management and Compliance Management.
  - Expertise in SOX, ISO27001, ISMS, Business Continuity Planning, ITIL Compliance requirements and IT Security processes & procedures.
  - Diverse business knowledge in IT Security Consulting, Data Center solutions and Global Service Delivery Project management with experience in Financial Services, Oil & Gas, Telecommunications, Motoring and Service Provider industries.
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## **Professional Experience**

### **AXA AFFIN General Insurance Berhad.**

#### **Head of Operational Resilience (Sep 2017 – May 2018)**

- Managing Operational Resilience in the area of Crisis Management, Business Continuity and IT Disaster Recovery.
- Managing Operational Resilience escalations and reporting to Regional Operational Resilience, Local Management Committee and Local Risk Management Committee.
- Crisis Management and Business Continuity coordinator for AXA AFFIN General Insurance consists of nationwide offices and branches.
- Driving the IT Risk Management Framework implementation and practices in the area of Crisis Management, BCP and IT DR.
- Manage and provide second opinion for IT Risk escalations to Bank Negara Malaysia (BNM).

#### **Key Projects and Accomplishments**

- Completed Business Continuity and IT Disaster Recovery test for year of 2017 in the new DR and BCP site in Cyberjaya.
- Implementing Business Impact Analysis for AXA AFFIN General Insurance Management Malaysia.
- Leading the improvement of IT DR and BCP setup in new Cyberjaya site by conducting Risk Management reviews and providing second opinion on Disaster Recovery and Business Continuity operations.

## **CIMB Group, iCIMB (MSC) Sdn Bhd.**

### **Manager (U5) – GIOD Group Governance & Risk Analytics (Jan 2016 – Sep 2017)**

- IT Risk Manager for CIMB Group Information and Operations Division (GIOD) consists of Regional Offices and branches.
- Driving the IT Risk Management Framework implementation and practices in the area of IT Security, Data Governance, BCP, IT DR and IT Assurance.
- Managing Regional Risk management reporting for Technology Council and Group Operational Risk Council management escalation and updates.
- Secondary IT Risk Management Officer in managing GIOD Operational Risk with shared reporting to Group Risk and Group Compliance.
- Manage Risk and Compliance escalations on behalf of GIOD to Bank Negara Malaysia (BNM).

#### **Key Projects and Accomplishments**

- Built and Implemented Regional Control Issue Management and escalation framework for managing Risk in GIOD.
- Implemented Regional Risk identification and management process.
- Driving integrated BCP and DR testing for Consumer Banking business.

### **Manager (U5) – GIOD Group Governance & Risk Analytics (Sept 2014 – Dec 2015)**

- IT Assurance Auditor for CIMB Group consists of Regional Offices and branches.
- Driving the IT Governance and Policy compliance practices to CIMB Group.
- IT Risk Manager for CIMB Group and driving regional Risk management teams for TORCH and GORC management updates.
- Manage the Regional IT Risk Governance and Risk Management team risk reporting and material risk identification for management escalation.

#### **Key Projects and Accomplishments**

- Implemented Top Risk identification and GIOD Risk reporting summary to Group Risk.
- Implemented Regional Risk identification and management process.
- Investigated and probed into SpeedSend incident in CIMB Indonesia and identified root cause for GGRA management.
- Lead Assurance review and ensured remediation of vulnerabilities and findings from IT Security, System Patch Management review.

- Team member for Assurance review of CIMB Malaysia MPLS Network, IT Security Compliance management tool and CIMB Group Incident Management and Escalations.

**Manager (U5) – GIOD Group Technology  
(Feb 2014 – Sept 2014)**

- IT Risk and Assurance Manager for CIMB Group consist of Regional Offices and branches.
- Driving the IT Risk Governance and reporting industry Risk and mitigation practices that can be applied to CIMB Group.
- Extended role as Information Technology reviewer for Regional Consumer Banking and Wholesale Banking.

**Key Projects and Accomplishments**

- Reviewed and ensured remediation of vulnerabilities and fraud identified in the MoneyGram branches are complete and closed.
- Drive IT Policy implementation and obtain Sign-off by IT Heads in the Regional Offices and Securities mainly in Singapore, Indonesia, Thailand, Cambodia.

**T-Systems (M) Sdn. Bhd. (Bartronics Asia Pte. Ltd.)**

**Security Incident Management  
(Feb 2013 – June 2013)**

- Security Incidents Management Lead for T-Systems GDM Shell Accounts in Malaysia, Houston, Amsterdam, Slovakia and Munich.
- Driving the Security Operation delivery team from Wintel, UNIX, AS/400, Database, SAP, Data Center Storage and Backup in incident resolution.
- Manage the Security Operations and delivery team in resolving Security Incidents within Shell Global Delivery environment.
- Escalation point for Shell IRM team on issues in relation to Security Incidents and resolution of security incidents.
- Manage Shell IRM counterpart on escalation and reported incidents in accordance to contractual obligations.

**Key Projects and Accomplishments**

- Closed pending Security Incidents with Security Operations and Operation delivery team.

- Reduced Security Incidents from 30 to 10 in less than 30days.
- Managing to maintain Open Security Incidents numbers to less than 10 and ensuring the Security Operations and delivery team maintains the KPI of 3 days of Security Incident resolution.

**Audit and Compliance Analyst  
(Sept 2012 - Jan 2013)**

- Audit and Compliance Consultant for T-Systems audits (ISO27001) for Shell Account Service delivery operations in Malaysia, Houston, Amsterdam, Slovakia and Munich.
- Driving the Operation delivery team from Wintel, UNIX, AS/400, Database, SAP, Data Center Storage and Backup in remediation activity of audit findings.
- Extended role as Security Incident Management SPOC for Malaysia Delivery.
- Manage and Drive the Security Operations and Operation delivery team in resolving Security Incidents within Shell Global Delivery environment.

**Key Projects and Accomplishments**

- Closed pending Pentest findings by working closely with Subject Matter Experts from Security Operations and Operation delivery team.
- Reduced Pentest findings from 110 in October 2012 to 40 in January 2013.
- Closed audit findings by working closely with Subject Matter Experts from Security Operations and Operation delivery team.

**Shell (M) Sdn. Bhd. (Pan Asia Software Solutions Sdn. Bhd.)**

**Control and Compliance Consultant  
(Jun 2011- Aug 2012)**

- Control and Compliance Consultant for Shell (SBSC) OneIT SAP systems audits (SOX and Non SOX).
- Internal auditor for SAP systems OneIT Global Controls.
- Drive Leads from Upstream Business Delivery Vertical (UB-DV) to manage OneIT Global Controls compliance.
- Reporting of Service management compliance and provide recommendations for SOX compliance improvement.

**Key Projects and Accomplishments**

- Completed Design Effectiveness and Operational Effectiveness testing for SOX and Non SOX Global Controls.

- Hypercare team member, ensuring process, procedures and controls are in compliance prior to external audit.

## **PETRONAS, iPerintis Sdn. Bhd.**

### **Audit and Compliance Manager (Jan – April 2011)**

- Audit and Compliance Manager responsible for iPerintis Oil and Gas account (PETRONAS) operation within Malaysia.
- Security Incidents manager and reviewer of incidents.
- Owner of Audit Findings and Remediation activity for Business Unit and Division within PETRONAS.
- Risk Manager for Global Account IT Operation Delivery within APJ region.
- Manage Audit and ensure compliance in accordance to PETRONAS Policies and Procedures.

### **Key Projects and Accomplishments**

#### **Security Audits**

- Closed over 500 pending audit and VA findings by working closely with Subject Matter Experts and Contacts from other Business Units and Divisions.
- Created Audit Plan and checklist for IT Security and Data Center best practice in ensuring iPerintis is ready for internal and External Audits.
- Completed Internal Network assessment covering all elements in PETRONAS network.

## **HEWLETT- PACKARD (M) Sdn. Bhd. (2005 - 2010)**

### **ITO Security and Compliance Officer (Oct 2008 – Dec 2010)**

- Assigned IT Security and Compliance Officer/ Manager responsible for Global Telecommunications account (**Ericsson**) operation within APJ Region.
- Extended role as Global IT Security Officer working on Follow the Sun Model center location in Malaysia.
- Escalation point for APJ Security Incidents and reviewer of incidents.
- APJ Security Consultant for Trade Account Vulnerability Assessment and Remediation project.
- Risk Manager for Global Account IT Operation Delivery within APJ region.

- Manage Account Security and Audit compliance in accordance to HP and Customer set Policies and guidelines.

### **Key Projects and Accomplishments**

#### **Transition and Transformation**

- Completed project Transition & Transformation deliverables and security requirements for Global operations to deliver customer services in secure and confidential manner.

#### **Security Audits and Assessment**

- Driving team of IT operation Subject Matter Experts Globally for completion and closure of vulnerabilities identified.
- Conducting Internal Assessment prior to SOX Audits.
- Planning and preparation for logical and physical assessment.

### **Security and Compliance Officer/ Consultant (Oct 2006 – Oct 2008)**

- Global Vehicle Manufacturing Account (General Motors) IT Security and Compliance Officer/ Manager responsible for APJ Region.
- APJ Security and Compliance lead working with Global security and Compliance team.
- APJ Security Lead for Trade Account Vulnerability Assessment and Remediation project.
- Security Consultant for Global Delivery Trade Account.
- Manage Account Security and Audit compliance with HP and Customer guidelines.

### **Key Projects and Accomplishments**

#### **SOX Assessments**

- Completed Network audit for IBM Datacenter in Clayton Australia
- Completed assessment and identified deficiencies for improvement and follow-up to closure.

#### **Transition and Transformation**

- Completed IT Security and Compliance knowledge transfer program in Ontario, Canada.
- Completed IT Security Operation Transition project in Daewoo, South Korea (GM Korea) Datacenter.
- Completed assessment and identified deficiencies for GM IT Operation Transition project in Detroit, U.S.A.

**ITO Security Officer– Specialist III  
(Oct 2005 – Oct 2006)**

- Security Officer for Global Infrastructure Services Center and manage IT Operation Security within the organization consist of over 400 Tier-1, Tier2 and Tier-3 engineers.
- Ensure Security and Audit compliance with HP set guidelines.
- Security Consultant and solution provider for HP Trade Accounts.
- Business Continuity Management (BCM) owner for Infrastructure Services Center.
- Lead for Virus Core Team (APJ Region), responsible for proactive and reactive Virus Management
- Manage Virus Remediation Team, responsible for HP Virus Management for Asia Pacific and Japan.
- Acting Manager for IT and Infrastructure Team within the Global Infrastructure Services Center and ensure all IT and Infrastructure requirements by ISMC are delivered within the timeline.

**Key Projects and Accomplishments**

**BS7799 Certification of Infrastructure Services Center**

- Accomplish BS7799 certification.
- Implement audit recommendations and close audit action items.
- Continues involvement in BS7799 audit and center security Improvement.

**Global BCP of Infrastructure Services Center**

- Implement the Global BCM requirement between APJ, Americas and EMEA region.
- Planning and managing BCM between ITO Global Delivery Centers for APJ, EMEA and Americas, to ensure redundancy and high availability between the regional Delivery Centers in case of disaster.
- Scoping the deliveries and identifying technology gaps between Malaysia, India and Slovakia delivery centers.
- Implement comprehensive BCM for Infrastructure Services Malaysia Centre for 13 delivery teams within the center.
- Completed a successful BCM rehearsal within 4 hours of recovery time.

**IT Security Hardening Project of Global Infrastructure Services Center.**

- Planning for Process hardening of Infrastructure Services Center.
- Risk assessment of processes and provide recommendation(s) for improvements to comply with industry best practices.
- Redefined process between GSD, HP IT and VRS-APJ team to create end-to-end solution on virus remediation. Result into reduction on number of repeating virus cases within APJ region.



## **Compaq Corporation (M) Sdn. Bhd. (1997- 2005)**

### **ITO Support Specialist III (Oct 2001- Oct 2005)**

- Maxis Communication Berhad onsite Team lead for Network and Security team. Consist of 16 Tier-1, 8 Tier-2 and 4 Tier-3 engineers.
- Provide Professional Services and Advisory for Network and System Security for an ISP Data Center (Maxis).
- Manage Security operations for an ISP Data Center. Areas of responsibilities are Network and Systems Auditing, Vulnerability Assessment, Penetration Test and Hardening, Creating and Implementing Security Policies, Security Incident management, Security Awareness Programs, Security Projects reviews.
- Implement and manage Firewall, Intrusion Detection, Anti-Virus Solutions and Network elements (Switches, Routers, Load Balancers, DNS, and Radius).
- Created and implemented ISP security policy, network security documentations, security procedures and checklists.
- 3<sup>rd</sup> level technical support for Network and System security.

### **Key Projects and Accomplishments**

#### **Design and implementation of Intrusion Detection System and Co-location network**

- Design network and host based IDS security rules and advise on configuration to suit the business need.
- Implemented a suitable NIDS and HIDS to manage ISP network.
- Network and security advisory on network configuration and improving the security of system and application network managed for vendors and customers.

#### **IT Security implementation for ISP network**

- Completed FW1 NG upgrade on the ISP network and setup PIX Firewall on the ISP Back Bone network
- Implemented redundant firewall solutions and network policies for ISP network management.
- Passed Audit and received good rating from MySeq and Malaysian Communications and Multimedia Commission (MCMC).

#### **Setting up of Technical Support Team**

- Maxis Communication Berhad onsite Team lead for ISP Technical Support team. Consist of 36 Tier-2 Technical support Analysts.
- Created knowledge base of technical Q&A and frequently asked question for the support team.

**Network Engineer  
(Oct 1999 - Oct 2001)**

- Created network operation documentations for handover process.
- Successfully audited and handover network operation to customer.
- Manage and administer daily and operational network task for an ISP DataCenter.
  - Manage IP addressing for ISP customers, servers and network elements.
  - Administer Network elements (Switches, Routers, Load Balancers, DNS, Radius)
  - Manage and troubleshoot network connectivity issues for ISP customers
- 3<sup>rd</sup> level Technical Support for network related issues.

**Technical Support Engineer  
(Oct 1997- Oct 1999)**

- System administrator for information management operation.
  - Monitor Application and Database Servers availability
  - Monitor Network availability and Desktop management
- Country level support for corporate applications and network systems (SAP, WWISRD database, Hyperion, PABX and Fusion).
- Manage 1<sup>st</sup> level technical issues for MIS department and provide training for trainees.

**HEWLETT- PACKARD SALES (M) Sdn. Bhd.****Technical Administrator  
(Oct 1995 - Oct 1997)**

- Manage demo equipment for Computer Product Sales Department. (HP Servers, PC, Printers, Notebook and Handheld products)
- Configure and setup Equipment for Demo, Training, Road Show and Exhibition.
- Test new HP Server, PC, Printer, Notebook and Handheld products.
- Assist Presales engineer with support call from dealers and product training.

**Technical Assistant  
(Oct 1994 -Oct 1995)**

- Assist Administrator with management of demo equipment. (HP products)
- Configure and setup computer product equipment's for Dealer and Customer training or product demo.
- Assist presales engineer with product training.

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## **Professional Certifications / Training**

Risk Awareness & Behavior Campaign (2013)

**Deutsche Telekom AG**

Certified Information System Security Professional Training (2007)  
**(CISSP)**

ITIL Foundation Certificate (2005)

**IT Service Management (ITSM)**

Advanced Internal Audit Training (2005)

**ISO 9001:2000**

Managing in a Technical Environment (2005)

**Technical Leadership**

Partnering across Cultures (2005)

**Partnering across Cultures Workshop**

Red Hat Linux System (2003)

**RH133**

Global Information Assurance Certification (2002)

**GSEC (SANS)**

CheckPoint Software Technologies (2002)

**CCSA – Management I**

**CCSE – Management II**

Cisco Systems (2000-2001)

**ICND - CISCO SYSTEMS**

**BSCN - CISCO SYSTEMS**

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## Education

Malvern International Academy (2010-2012)  
**Masters in Business Administration (University of Wales U.K)**

Goon College K.L (1996-2001)  
**Higher Diploma in Computer Science (NCC U.K)**  
**Diploma in Computer Science (NCC U.K)**

Maxwell Secondary School K.L (1989-1993)  
**SPM**

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## References

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**Head - Policies and Processes, GGRA**  
**CIMB Group, GIOD – Group Technology**  
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