AHMAD ADDANDARAAWI ANUAR

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Nationality: Malaysia

PROFESSIONAL SUMMARY

A qualified IT professional who communicates well with clients, co-workers, and supervisors alike. Interested in getting results and ensuring a great customer experience for each client.

Latest Project: Nov 2021 – March 2022 | Makkah | Saudi Arabia
Involved in setting up a Prove of Concept (POC) for the Facility Engineering Maintenance & Consultation and Digitalizing and Cloud Base Asset Maintenance Solution in one of the hospitals in the Makkah region. Also, as a trainer to the end-user for this POC, educate and provide awareness by delivering and arranging a sufficient workshop and training remotely and physically.

WORK EXPERIENCE

July 2019 – Present | UEM Edgenta Mediserve | HealthCare |Project Development Manager
Project: HITS (Healthcare Innovative Technology Solution)
Responsibilities
- Given trust to coordinate and design a Cloud Base, Multi-Tenant, and API ready for EMR, CMS, and Virtual Consultation system and solution for Malaysia's MOH and GP.
- Manage, coordinate, and execute projects to stick to the schedule, scope, and budget.
- Track project milestones and deliverables, communicating with clients and co-workers as necessary to keep them abreast of the project's progress.
- Assisting in new tender submission by providing solutions and estimate costing to the Business Development division.
- Project Involvement
  - Digitalization of Healthcare Solution initiative
  - Clinical Management System – Virtual Consultation
  - COVID-19; Crisis Preparedness and Response Centre (MOH CPRC) for COVID-19 CSR initiative
  - Manage operation and support for Private CAC and Home Monitoring System
  - Blood Bank Information System for National Blood Bank Center (MOH)
  - Cloud Base Asset & Facilities Management System for Facilities Maintenance

Dec 2016 – July 2019 | Cardiac Vascular Sentral Kuala Lumpur Sdn Bhd | HealthCare |IT Manager
Project Manager
- Manage and execute projects so they stick to the schedule, scope, and budget.
- Track project milestones and deliverables, communicating with clients and co-workers as necessary to keep them abreast of the project's progress.
- Create and manage work breakdown structures of IT projects (HIS, PACS, LIS and FIS) and as well as consulting and design for entire
- CVSKL network, security, and server room infrastructure.
- Collect and summarize information in preparation for creating and submitting status reports.
- Recruited, interviewed, and hired contractors and employees to work on IT projects.
- Developed annual budgets for new and ongoing IT projects and ensured operation within parameters.

ICT Manager
- Ensure the department meets or exceeds its objectives, policies, and core values of the Company are embraced and promoted in the workplace
- Identify and prioritize information systems requirements and ensure the respective vendors and organizations are informed of the IT status, risks, issues, and expectations
- Identify critical business issues and develop workable solutions inclusive of enhancement to existing core applications, new software packages, and/or customized programs
- Identify, recommend, and manage the deployment of suitable hardware and software upgrades and purchases of IT items
- Ensure IT infrastructure and services (Data Center, DR, Veeams backup, San Storage, VM Ware, Firewall, IPS, IT Security, and Switches, CCTV, and PABX) facilitate the 24 X 7 operations requirement
- Develop, implement and maintain backup/ recovery procedures for all IT systems including and not limited to the databases, operating systems and applications
- Maintain a safe and healthy working environment by establishing and enforcing organization standards; adhering to legal regulations
- Safeguards digital and physical assets by planning and implementing the proper information security and control structures
- Accomplish financial objectives by determining service level required; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action
- Work and consult with other managers to develop system solutions consistent with organizational strategist and objectives
- Maintain working knowledge of application software to provide timely and comprehensive support to system users
- Perform other duties as assigned by the Management

Jan 2016 – November 2016 | Aim Solutions Sdn Bhd, Malaysia | ICT Services & Support|Technical Manager

Project : MAMPU DATACENTER (Putrajaya & Cyberjaya)

Responsibilities:

- Responsible to entertain, update and consult the main client regarding the data center on technical issues.
- Responsible to assist and manage the ICT and M&E department on datacentre operation support and maintenance.
- Prepare plans for support and preventive maintenance of the data center according to present and future requirements.
- Provide a proper guideline for the datacentre support team on their daily task and responsibilities.
- Monitor all software and hardware products and ensure compliance with Data Center standards and systems.
- Coordinate installation and maintenance of organization data center.
- Monitor all activities related to analysis and implement all data center plans.
- Supervise troubleshooting on the data center, identify issues, and assist in timely resolution.
- Ensure adherence to all established guidelines and management practices for employees.
- Coordinate with various vendors and perform integration of critical systems into infrastructure.
- Maintain expert knowledge on all applications and their use on systems for various critical systems.
- Ensure client satisfaction and provide an optimal level of customer service for various departments.
- Maintain effective professional relationships with the client IT management team.
- Maintain expert knowledge of all business procedures associated with assets and capacity.

Dec 2014 – June 2015 | National Heart Institute Kuala Lumpur, Malaysia | Healthcare/Hospital | Application Specialist (SAP and Hospital Information System)

Hospital Information System Support (HIS)

Main roles: to provide monthly statistics for Hospital operations (BOR, Cardiovascular and Cardiothoracic procedure, Lab, ESP, ICU, OT, etc.) and responsible for support and troubleshooting for RIS (VIARAD), PACS (FUJI PROSOLVE) modules and modalities, ICU system from ICIP Philips and Dietaries and Research modules.

- Responsible to entertain and consult any other HIS issues from users.
- Enhanced current application by identifying areas of improvement.
- Prepared new re-enhanced functional specification and system requirement
- Identified and recommended upgrading any obsolete operating system, updating the latest patches and firmware to all application servers, database servers, and workstations.
- To create intensive awareness among the user with a proper guideline or SOP to every module complete with a consultant or contact person to refer.
- To improve the current audit trail table by recommending or suggesting to add new extra checking
- To encrypt all the sensitive info or transaction in the application and database to prevent any misuse of information.

SAP Project Implementation and Support: MM

- Given trust to be the company's main internal support for the MM module (2nd level support)
- Communicated project status according to the project communication plan. Provided high-quality issue resolution following the Service Level targets.
- Suggested and advised options and recommendation solutions to key Business users.

3 Sep 2012 – 3 Sept 2014 | QPMC (Qatar Primary Materials Co) Doha, Qatar | Port Management & Stockyard |Software Section Head (Software and Development)

The main task as a software section head:

To draw up the Software Section's Standard Operating Procedures (SOPs) in View to streamline the operations and processes of the department. The long-term objective of this section is to ensure full compliance with the SOPs implemented to maintain the effectiveness and efficiency of Operations.

SAP Project Implementation and Support

- Analyzed and examined functional requirement specification and technical specification to verify conformance to meet the expected requirements.
- Identified and provided a proper user matrix according to their job scope, role, and level.
- Simulated all scenarios and find an area to improve such as user security, data accuracy and integrity, and business workflow.
- Communicated project status according to the project communication plan. Provided high-quality issue resolution following the Service Level targets.
- Increased understanding of Customer, Materials, and other master data and their integration to various SAP modules.
- Suggested and advised options and recommendation solutions to key business users.
- Tested, documented, and maintained support for SAP custom development solutions.
- Involved as a Project Manager in QPMC Weight Bridge system design, development, deployment, integration of SAP SD and MM modules , and support of the company operation site.
- Appointed as an Operation Management in KRONOS (fingerprint machine) time attendance and overtime integration with SAP Payroll module.

NON–SAP Project Implementation and Support:

- Given trust to manage, plan and upgrade current intranet SharePoint Service (WSS 3.0) to MS SharePoint 2010 with an integrated database in NAS.
- Responsible to plan, manage and integrate SharePoint web part with the other application or web applications such as RDP application, Helpdesk, etc.
- Successfully deployed CMS in MS-SharePoint as company official centralized project documentation, inter-department shared document, training materials, online leave applications, and company news updates.

- Developed and enhanced company cooperate website with much more interactive design and useful info using HTML5 and CSS3.
- 24/7 support for application and hardware at the remote site. (Via VPN/remote or be at the site physically).
- Successfully managed RFID projects at QPMC Gabbro Berth Terminal (Mesaieed Port). Need to liaise with the selected vendor (Qatar Scales and QATAR ICT) and site management (Qatar petroleum and MIC-Mesaieed Industrial City) to make sure project deployment in the timeline.

ICT Support:
- Monitoring/support/troubleshoot any ICT issues such as company corporate website, intranet/SharePoint, database servers, ISS, DNS and exchange server.

Aug 2007 - Aug 2012 | CSC Healthcare Group Kuala Lumpur, Malaysia | HealthCare Service Provider| Technical Specialist

Position: Technical Specialist (July 10 – Aug 12)
Project: tHIS (Malaysia MOH's hospital, UMMC – University Malaya Medical Center, and Brunei MOH's
Hospital) Work Description:
- Responsible for handling application and DB patches for every MOH hospital in Malaysia.
- Organized properly scheduled patch movement activities.
- Accountable for Oracle DB, report, and form installation and configuration.
- Involved in oracle database maintenance activities such as DB analyzing, compiling, and tuning.
- Involved in support of internal technical issues such as setting new laptops for new staff and more on MIS issues.

Position: Team Leader Server (August 08 – June 2010)
Project: tHIS (Malaysia MOH's hospital)
Work Description:
- Organized proper scheduled plan preventive maintenance (PPM) server activities on 8 hospital sites accordingly.
- Conducted a short briefing to the hospital's IT HOD, IT staff, and site supervisor about PPM Server activities such as server downtime, technical needs, what kind of log will be captured and output or result to be provided.
- Leaded a team of 3 persons to perform PPM activities.
- Provided a professional consultation such as technical advice to team members on how to perform PPM activities.
- Kept clients up-to-date with ongoing activities or immediately inform them if any critical issues were found.
- Responsible to provide team members with the proper guideline (SOP and SOW) for each server (windows server(AD, DC, Exchange, Tape Backup system, HP Data Protector, Anti-Virus, Network Monitoring, and MS-SQL) and sun server(Unix, VERITAS, and Oracle)) on client sites.
- Log and info that is collected will be diagnosed and analyzed to discover any critical issues on the application or hardware. All critical findings will be handled immediately by the site supervisor to take necessary action accordingly.
- Handover a complete summary of PPM activities with the suggestion to enhance, fix and prevent unnecessary damage to the affected servers, database, and application.
- Prepare all site's PPM Server report to be submitted to MOH.

Position: Analyst Programmer (August 07 to August 08)
Project: ICARE (Health care software for Private Hospital)
Work Description:
- Developed an iCARE application using PowerBuilder 9 as a programming platform and using MS SQL 2005 as a database.
- Involved in performing analyses and support for every bug reported by clients.
- To assist on-call support for clients that need consultancies on application.
- Involved with the implementation of a new project such as setup new servers and installation needs such as MS SQL and iCARE needed application.
- To assist the team member if any problem is unsolved with techniques and ideas.
- Enhance software or application and database security level by segregating user access levels according to job level and approval layer.
- Designed and implemented a new audit transaction table for recording all data transaction that has been made by users and for monitoring purpose.
- Encrypted all database data into the mixed binary format by setting up the TDE (transparent data encryption) function in the database, preventing sensitive corporate and customer information exposed to database administrators or hackers.

Jan 2006 - Aug 2007 | MIA (Malaysian Institute of Accountants) Kuala Lumpur, Malaysia | Audit & Accounting Committee | Analyst Programmer

- The company does not have any documentation on its current application.
- The first task was to analyze and document system flow and database structure that need improvement.
- Enhanced and reconfigured user security level in application and database.
- Updated all latest patches and firmware available to prevent any bug that could mislead or damage the data, application, and hardware indirectly or directly.
- Subsequently, preparing business requirements (assisting users) and coming out with the functional specification. The application is designed
  in a web-based environment.
- Develop a few new websites using ASP, HTML, Dreamweaver MX as development tools, and MSSQL as RDBMS.
- Providing support and consultation for the existing system and ongoing projects.
- Acted as a DBA and perform regular preventive maintenance plan
- Using VB 6.0 as a tool for data conversion and migration from MS Access and Sybase Adaptive Server into MS Server

Jan 2004 - Jan 2006 | RK Komputer Kuala Lumpur , Malaysia | Software Service Provider| Senior Software Engineer

- Analyzed and developed HR and e-Perolehan applications using PowerBuilder as a programming tool and Sybase and Oracle8i for the RDBMS.
- Performed a feasibility study for user requirements and specifications as well as studying all the interface modules
- Prepared the user matrix according to the user roles, level of approval, task, and scope of work to prevent fraud or inaccurate transaction.
- Ensured all the user security matrix and record transactions complied with IT software and data security policies.
- Designed an audit transaction table for internal control and monitoring of records transactions and users' activities such as adding, modifying, and deleting transactions.
- Evaluated the design and tested the operating effectiveness of controls around site project IT Operations (Support & Delivery Structure)
- Responsible for conducting walkthrough interviews, updating & documenting process flow charts and narratives.
- Identified and tested IT General Controls and reported issues to the IT Management of the company.
- Responsible for conducting controls design assessment for IT Change Management process.
- Completed testing, documenting of IT Change Management Controls and reported issues to management
- Enhancing several modules such as ROC (Registration Of Company), AP (Account Payment), RC (Receipting), BR (Bank Recon), and PO (Purchasing), SI (Stock Inventory) and EIS (Reporting).
- Setup and configure database server using windows advance server on HP and DELL server.
- Setup network connection among team members and maintain the connectivity using TC/IP and Wireless.
- Schedule a maintenance plan for all workstations such as cleaning viruses, Hardware installation, and also be responsible to set up new PCs
- Involved in developing SUKMA XI Kedah system (demo purpose) using .Net programming tools and MSSQL as RDBMS
- Develop and design websites for SUKMA XI Kedah using asp.net as platform and vb.net as Searched engine and data retriever.

Jan 2001 - Dec 2003 | MRCB Multimedia Kuala Lumpur, Malaysia | Software Service Provider |Analyst Programmer

- Develop and enhance HRMIS (HUMAN RESOURCES MANAGEMENT INFORMATION SYSTEM).
- Responsible for production support as well as making changes to the legacy program to new applications.

EDUCATION

Mar 2019 | Axelos Global Best Practice | ITIL® Foundation Certificate in IT Service Management

Jan 1999 - Dec 2000 | Academy Mara Kuala Lumpur, Malaysia | Information Communication and Technology, Advance Diploma, GPA 2

Jan 1998 - Jan 1999 | Academy Mara Kuala Lumpur, Malaysia | Information Communication and Technology, Diploma, GPA 2

SKILLS

- Proficient in client engagement and project implementation.
- A capable administrator who understands the need for strategic plans, proper resource allocation, production methods, and leadership to coordinate people and resources.
- Excellent ability to use logic and reasoning to identify issues within a project and remedy those weaknesses until they become strengths.

LANGUAGES

English: Good
Bahasa (Malay): Fluent

HOBBIES & SPORTS

Playing cricket and drawing

REFERENCES

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