IRFAN MOHD ISMAIL

CHIEF INFORMATION SECURITY OFFICER
TECHNOLOGY RISK

PROFILE

A transformational IT leader, with over 22 years working experience locally and abroad, for MNCs in the Oil & Gas and Financial Services Institutions.

Extensive experience in various areas such as infrastructure, application, business continuity and information security, with strong focus on service delivery, management and design.

Highly motivated to constantly develop skills, grow professionally and seek new challenges.

CONTACT

- Taman D'Alpinia Puchong, Selangor Malaysia.
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COMPETENCIES

- Competency and knowledge in information security, technology risk management, compliance and working experience with various regulatory bodies.
- Strong stakeholder management skills, with good communication and networking at various levels.
- Proven leadership and team management; internally, shared service or with 3rd party providers.
- The ability to work under pressure, multi-tasks and deliver quality results.
- Global working knowledge and business understanding in diverse countries and across cultures.

SKILLS

- Working with regulatory bodies such as Bank Negara Malaysia (Malaysia Central Bank), Monetary Authority Singapore (MAS), Brunei (BDCB) and Reserve Bank of India (RBI) in regard to the policies and guidelines by the Central Banks and regulators.
- Drafting, implementing and operationalizing information security and IT frameworks, based on established best practices e.g., NIST, CIS, ITIL and DRI.
- Operating Systems - MS Windows (Windows & Server), Linux (CentOS & Ubuntu) and Mac OSX.
- Office Suite - MS Office, VB Scripting, Powershell and SharePoint.
- Reporting - Tableau Desktop, Power BI, SAP BI and MS SQL.
- Process & Governance - Request, Incident, Change and Release Management (ITIL).
- Cloud Platform - AWS, GCP and Ali Baba Cloud.
- Others - Technology Risk Frameworks, Business Continuity Planning and Disaster Recovery Planning, ServiceNow, BMC Remedy and HP Service Manager.

CERTIFICATION

- Certificate of Continuing Education Completion - Chief Information Security Officer (CISO) - (2021)

- Network Security & Penetration Testing - Condition Zebra (2021)

- ITIL Foundation (ITIL) - (2019)

WORK EXPERIENCE

Tokio Marine Life Insurance (Malaysia) Berhad,
Chief Information Security Officer
MAR, 2020 - JAN, 2023

- Pioneer founder, in setting up the technology risk management function for the organisation.
- Provide 2nd line oversight in ensuring the FI's information assets and technologies are protected according to regulations and policies.
- Interdepartmental advisor, interfacing with technology lines of business and work closely with CRO, Head of Compliance, and IT Security Managers.
- Co-ordination and management of IT Security and Technology Risks and associated reporting including status to Executives (Senior Management Team & BOD).
- Formulating and implementing policies for the effective implementation of Technology Risk Management Framework (TRMF), Cyber Resilience Framework (CRF) and Cloud Strategy and Policy (CSP) and other associated IT disciplines.
- Established the organization's Enterprise Security Reference Architecture.
- Conducted various technology risk reviews on Cloud and non-cloud FI based services (e.g. eKYC, CRM, Contact Centre solutions, auto-underwriting, data and business analytics, insurance solutions etc).
- Conduct thematic reviews, annual exercises and other regulatory mandated activities.

Standard Chartered Global Business Services Sdn. Bhd. (Malaysia),
Information Security Senior Manager
JAN, 2017 - FEB, 2020

- Maintain and manage service and operations level agreements for Technology Services teams.
- Establish and maintain, relationships between delivery teams, vendors and third-parties.
- To drive, track and steer information security best practises, towards performance oriented culture globally.

EDUCATION

- BSc. (Hons) in Information Technology - (UK, 2000)

- Higher Diploma in Information Technology - (Malaysia, 1997)

RECENT TRAININGS

- Cyber Resilience Forum - University of Melbourne and UKM (2022)

- MyFintech - Bank Negara Malaysia (2022)

- Web Penetration & Online Penetration Testing (2021)

- Malaysia-Australia Cyber Security Training Seminar - AUSTRADE (2021)

- Business Continuity Management & BIA - DRI Malaysia (2021)

- Work in a central team which oversees and coordinates centralized activities across different information security functions (e.g. AIVM, Identity Management, Threat Hunting and Forensic)

ACHIEVEMENTS
- Identified gaps, remediated and established processes and standards in Asset Management practice for Security function. As a result of this delivery, asset tracking and tactical decisions can be made easily, to enable cost tracking and savings and unlock full capabilities of the various suite of applications in place.
- Led and co-ordinated Security function on identifying and reviewing tooling options for incident, change and service request management with ServiceNow and BMC.
- Led the team in various centralized security activities involving regulators, focusing in ASIA and Middle East (Audits, Regulatory query, Thematic reviews etc).

Shell Business Operations Sdn. Bhd. (Malaysia)
Senior Operate Landscape Manager
FEB, 2011 - MAY, 2016

- Develop and execute Global IT strategies in Enterprise Services group, management of IT service level agreements and ensuring governance of information security and policies.
- Lead interface between Business, IT service organizations and vendors (T-System International, Wipro Limited (India), Accenture, SAP etc.)
- With the new IT Strategy, spearheaded a major transition project to a new vendor and this involves service set-up, commercial, contract management and on identity management.
- Manage a team of 20 senior staffs and vendor support managers across different suppliers and functions.
- Manage Opex and Capex to achieve financial targets.
- Manage budget in excess of USD 5 million for the MI/BI applications annually.

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PAST TRAININGS

- SAP BI v4 (Internal by SAP)

- Certified e-Business Associate (EC-Council)

- Shell Front Line Leaders Programme (FLLP - Shell)

- MCSE Windows 2000 (Microsoft)

- Microsoft VB Scripting & Windows Script Host (Microsoft)

- Scripting using Microsoft Windows Management Instrumentation (Microsoft)

- ITIL Foundation 2011 (ITIL)

ACHIEVEMENTS

- Obtained several SRAs (Special Recognition Awards) for outstanding turnaround of service and successful closure and support of group financial closing.
- Leading Support team in winning Best Delivery team awarded to supplier by Shell, 2 years in a row.
- Contributed to cost saving measure for department, in tune of 1.2 million through renegotiation of contracts and re-scope of delivery activities.
- Successful transitioning of support from one supplier to another. This was part of the cost performance initiatives resulting in leaner and simpler structure.

Shell International Ltd. (United Kingdom)
Landscape Specialist
MAY, 2010 - FEB, 2011

- Responsible for delivering Infrastructure and Application support services to businesses in the Global Function organization, focusing on system availability and security.
- Responsible for IT service level agreements and reporting and act as primary point of interface between business and the IT service organizations.
- Responsible for service continuity – ensuring that Disaster Recovery Plans are aligned with IT strategy, tested and implemented.
- Manage activities to maintain business alignment with the IT Functional Plan.
- Contact point and liaison for outsourcing vendors and 3rd parties manage outsourcing accounts with T-system, AT&T, HP and Wipro.

ACHIEVEMENTS

- Successfully planned, coordinated and executed DRP exercise annually meeting the KPI and success criterias.
- Service delivery exceeding targets defined in SLA, service uptime of 99.9%.
- Key driver in setting up a focus group on change and release management practices per ITIL practices.

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LANGUAGES

English
- (Spoken & Written) - Fluent

Malay
- (Spoken & Written) - Fluent

Russian
- (Spoken & Written) - Beginner

AVAILABILITY

Three months notice with current employer.

REFERENCES

Available upon request.

Shell International Ltd. (United Kingdom) & SHELL NEDERLAND B.V. (Netherlands)
Landscape Specialist
AUG, 2006 - MAY, 2010

- Provide end-to-end management of IT services for Shell's internet and intranet presence.
- Responsibilities includes application design, system & applications security, specification of enhancements, consultancy to support teams on operational issues, consultancy to the business on proposed changes and training of support teams.
- Defining test plans and criteria, perform evaluation of test results and involvement in integration testing.
- Coordinated and implemented various security updates across the portfolio managed (Security updates, , applications patches, config updates)

ACHIEVEMENTS
- Successfully oversee, managed and maintained company intranet environment which are used by over 100k staff worldwide.
- Successfully completed several cycles of updates working with vendors; on time and on budget.

OTHER WORK EXPERIENCE

Shell IT International Sdn. Bhd. (Malaysia)
Shift Lead and Operations Engineer
AUG 2003 - AUG, 2006

Shell IT International Sdn. Bhd. (Malaysia)
Web Engineer
AUG, 2002 - AUG, 2003

Smart Genie Corporation Sdn. Bhd. (Malaysia)
Web Programmer and Web Master
OCT, 2001 - MAR, 2002

Digital Equiment Sdn. Bhd. (Malaysia)
Industrial Placement
FEB, 1997 - FEB, 1998