

## Wan Mohd Shiham Abdul Kahar

Phone: +6 016 446 0731 | Email: [wmshiham@yahoo.com](mailto:wmshiham@yahoo.com) | Location: Kuala Lumpur, Malaysia

### IT Professional

*Network/Security Design & Engineering | Managed Services | Project Management*

#### CISSP certified

- IT professional with over 17 years of experience within various industries.
- Areas of expertise includes IT service management, technical design, project management, IT consultancy and technology & cyber risk management.
- Experienced in requirement analysis, translating opportunities and gaps to business cases, stakeholder and vendor management skills, cost and budgeting analysis.
- Excellent communication and interfacing skills across stakeholders.

### Skills Summary

Security:	Technology:	Soft Skills:
+ Network/Security Design and Engineering	+ Network (Routers, switches, firewalls)	+ Vendor Management
+ Operations	+ Security (Firewall, Load Balancer, Proxy, Active Directory)	+ Contract Negotiation
+ Risk assessment & Management	+ Voice (Call Manager, Voice Gateway)	+ Problem Solving
+ Disaster Recovery	+ Wireless (Access Points, Wireless Controller)	+ Project Management
+ Risk Management		+ Teamwork
		+ Research and Explore

### Career Progression

- RHB Group, Group Technology & Cyber Risk Management (June 2020 – Current)  
**Senior Manager, Cyber and Information Security Risk Management**
  - Operates as the 2<sup>nd</sup> line of defence for RHB's technology and cybersecurity risk.
  - Review and Challenge Risk Compliance Self-Assessment (RCSA) and Material Risk Assessment (MRA)
  - Gap assessment of organization's IT environment against regulatory guidelines namely RMIT, PAYNET, SWIFT CSP
  - Manage projects such as Compromise Assessments and Thematic Reviews on organization's operations and processes covering technology and cybersecurity risks
  - Oversees overall architecture strategy, implementation, and operation of organization's GRC system (project value of RM 5Mill.). Involves integration to organization's internal applications, digitalizing risk management processes and establishing real time dashboards on technology and cybersecurity risks.
- UEM Group Bhd, ERP Project (March 2019 – March 2020)  
**Manager @ Security Lead, Digital Revolution Project**
  - Oversees overall infrastructure architecture strategy implemented for ERP project (project value of RM 150Mill.)
  - Project complexity involves Oracle Cloud infrastructure (IaaS, PaaS, SaaS) and system integration between new ERP with on prem and 3<sup>rd</sup> party systems.
  - Evaluate technical design deployment, coordination and implementation of cloud infrastructure to ensure system integration between new system and legacy systems runs smoothly.
  - Ensures identified risks are mitigated with proper security implementation within the project's implementation such as Identity Access Management, Backup and Disaster Recovery Strategy and Securing the Infrastructure and Systems.
- UEM Sunrise Bhd, ICT (March 2015 – February 2019)  
**Assistant Manager, ICT**
  - Manages overall IT infrastructure operations.
  - Undertake key and collaboration projects:
    - HQ and DC location migration and upgrade.

- NMS deployment
  - Bandwidth optimization
  - Contact/Call Center deployment and operations
  - Branch office setup
  - IT infra setup for hotel worth RM 3.5Mill (collaboration with hotel operator)
  - Security posture assessment and remediation activities.
- Huawei Technologies (April 2014 – February 2015)  
**Technical Support Engineer, GSRC**
  - Support organization’s global project deployment. Projects involved:
    - IP Core Migration for a major telco in Bangladesh.
    - IP RAN (3G and LTE) integration for a Malaysian telco’s core network.
- AT&T (May 2010 – August 2012)  
**Change Implementer, CIT**
  - Manage technical change implementations for client, ensuring minimized downtime and impact.
- Hewlett Packard (December 2007 – April 2010)  
**IT Service Delivery Consultant 3, Network Tower.**
  - 3<sup>rd</sup> level support and escalation point of contact within the managed services team.
  - Provided numerous resolution and RCA for high severity and complex cases.
- Electronic Data System (January 2007 – November 2007)  
**Infrastructure Analyst, Network**
  - Responsible for Incident management within the GNOC team. Managed over 200 clients.
  - Promoted to Service Enablement Team
- TimeDotCom (June 2004 – December 2006)  
**Network Engineer, Data Center**
  - Responsible for monitoring and incident management.
  - Monitors all critical services e.g. peering, broadband services and core backbone network

### **Achievement Highlights**

- **Digital Revolution (HCM & ERP deployment) – Infrastructure Architecture**  
 Organization has embarked on an ERP project (worth around RM 150Mil) which includes HCM and ERP, with base users of around 10000 across 3 subsidiaries within different industries as its key stakeholders. Key role is to ensure infrastructure can support functional, integration and security requirement.  
 Key outputs:
  - Ensured compute instances are according to design architecture strategy. Involves VCN strategy, IP addressing scheme, bastion host, whitelisting and segregation of compute instances according to functionality. Highly critical on UC utilization and security of deployed infrastructure within the cloud.
  - IPSec tunneling establishment between cloud and on-prem environment to enable authentication mechanism.
  - WAF deployment. Highly critical for internet facing web services.
  - Backup and Disaster Recovery strategy and deployment. Ensures DR environment readiness and documentation is in place for future DR tests.
- **SIEM deployment**  
 Identified that organization is lacking visibility on organization’s network activity. Proposed an open-sourced based SIEM solution (Elasticsearch, Kibana, Logstash).  
 Key outputs:
  - Established a cost effective SIEM solution. (estimated savings of around RM 100k)
  - Enabled graphical visibility for devices that’s only able to produce logs, effectively shortens the troubleshooting time and report generation.

- Established a central logging repository for all devices within organization.
- **Secure Posture Assessment (SPA) and Vulnerability Remediation**  
Part of organization's risk mitigation activity is to conduct due diligence and due care on the IT infrastructure. Key role is to lead SPA activity and coordinate with stakeholders to remediate identified vulnerabilities.  
Key outputs:
  - Improved security perimeter by updating firewall policies, network segmentation revamp, routing cleanup and access list updates.
  - Achieved zero business impacting incidents upon conducting vulnerability remediation activities.
  - Closed all reported critical and medium vulnerabilities within the stipulated timeframe.
- **Bandwidth optimization: SD-WAN implementation**  
Proposed to organization of SD-WAN solution by Fortigate firewall and subscribe to multiple broadband links to replace legacy VPLS links for site's inter network connectivity.  
Key outputs:
  - Established security perimeter within organization's intranet.
  - Cost savings of up to RM 300k to the organization annually.
  - Improved higher uptime of intranet between site offices and HQ
- **IT Infra & PABX setup:** To setup IT Infra and PABX for Hyatt House in Arcoris, Mt Kiara  
Was assigned as the internal IT Consultant for project development team (Construction). Key deliverable is to prepare overall IT Infra before Hyatt team takes over for operations. Job role includes requirement studies, vendor and construction team engagement, planning and design of infrastructure, deployment assurance and handover to operations planning. Scope of IT infra includes network and wifi for guest rooms and back office, telephony system, servers and security and server room protection. Complexity of project includes coordinating with construction team and to meet the standard set by Hyatt.  
Key outputs:
  - Delivered an IT infrastructure according to the required standard by Hyatt within stipulated time frame.
  - Complimented by Hyatt IT counterpart as one of the smoothest project ever dealt with compared to other deployments dealt by Hyatt.
- **Next Generation End Point Protection (NGEPP)**  
Project lead to implement an NGEPP solution which acts as both antivirus and asset tracker while having a cloud-based console management. Tasks includes vendor negotiation, conducting POC of various products such as Trend Micro, Sophos, PandaSecurity, etc and deployment of selected solution. This is crucial with the rise of ransomware and crypto jacking occurrence reported worldwide.  
Key outputs:
  - A significant reduction on ransomware and other end point security incidents
  - Provided better visibility on status of assets.

### **Professional Credentials & Education**

- **Birmingham City University (United Kingdom) - MSc Enterprise Systems Management 2014**
- **University of Technology PETRONAS (Malaysia)- BEng; Electrical & Electronics in Computer System 2003**
- Certified Information Systems Security Professional (CISSP) - 2020
- SAP Certified - Associate Business Foundation & Integration with SAP ERP 6.0 EHP5 (TERP10) – 2014
- Cisco CCNA Voice – 2010
- Cisco Certified Security Professional (CCSP) – 2009
- Cisco Certified Internetwork Expert (CCIE) R&S – Written – 2009
- Cisco Certified Design Professional (CCDP) – 2008
- Cisco Certified Internetwork Professional (CCIP) – 2007
- Information Technology Infrastructure Library (ITIL v2) – 2007
- Cisco Certified Network Professional (CCNP) – 2004

