



AHMAD KAMAL HAFIZI BIN AHMAD SHAHIME

35 Years Old IT Professional

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EDUCATION:

Bachelor Degree in Information Technology - Knowledge Engineering
Multimedia University Cyberjaya, Selangor, Malaysia, Malaysia, 2009

Sijil Pelajaran Malaysia (SPM) in Science
Maktab Rendah Sains MARA (MRSM) Balik Pulau, Malaysia, 2002

LANGUAGE SKILLS:

English	Fluent
Malaysian	Fluent
Tagalog	Basic

PROFILE:

A Project/Program Manager with 11 years of experience managing all phases of diverse IT Infrastructure, IT Transition & Transformation & IT solution projects. A Bachelor in IT graduate, ITIL Foundation certified & IBM Advisory Project Manager badge holder. I am an excellent communicator where I usually communicate effectively with the client executives and their respective teams. I have knowledge in both Waterfall & Agile project management methodologies. I am able to manage large project teams and known for high-quality deliverables within timeline and budgetary targets.

A very result-oriented person, I completed my IBM Service Integration Leader (SIL) program, IBM Global Leadership Program (GLC) under Aspiring Manager program & IBM CIC Malaysia Engagement Champion program last year.

KEY SKILLS:

IT Infrastructure Project/Program Management, Agile Project/Program Management, IT Transition & Transformation, People Management, IT Automation Program, Software Development Life-Cycle (SDLC), Service Delivery Management, IT Business Governance, Business Process Management, IT Strategy & Planning, Team Management, Vendor Management, Risk Analyzer & Mitigation, Analytical Problem Solving, Process Mapping, Contract Negotiator, Self-Motivated & a Team Player.

CERTIFICATIONS / BADGES:

ITIL V3 Foundation (Axelos Limit)
IBM Advisory Project Manager
IBM Project Management Orientation (**PM54G**)
IBM Project Management Fundamental (**PM10G**)
IBM Agile Practitioner
IBM Cognitive Practitioner
IBM Design Thinking Practitioner

AWARDS:

IBM Leading the Way in Implementing AGILE Practices in Project Delivery

CAREER HISTORY:

Transition Manager – AIA Berhad

IBM GDC (M) SDN BHD | Cyberjaya
07/2019 > Now

- Planning the movement of BAU & DC OPS teams from client's office to IBM CIC Cyberjaya office.
- Identify, gathering & finalize the requirements from BAU & DC OPS teams for the movement to IBM CIC office.
- Understand the existing contract between IBM & AIA.
- Provide costing of hardware & tools to Account leadership based on finalized requirements.
- Ensure seating arrangement at IBM CIC office for both BAU & DC OPS teams.
- Work with AIA stakeholders for the post-transition Support Model by IBM.
- Work with IBM AIA Account stakeholders in ensuring all agreements are in place before the movement.
- Work with employee to ensure all access are provided before the movement.
- Ensure smooth transition for BAU & DC OPS teams to IBM CIC office without any impact to their daily work with AIA.

ANZ Advance Automation Program Manager

IBM GDC (M) SDN BHD | Cyberjaya
04/2018 > 06/2019

- Planning & Designing ANZ Advance Automation program & proactively monitoring its progress, resolving issue and taking appropriate corrective action.
- Help ANZ Transformation Leader in defining the program's governance arrangement for all the Automation plays including Server LifeCycle Automation (SLA), Risk Based Continuous Patch (RCP), Robotic Process Automation (RPA) & Automatic Storage Provisioning (ASP).
- Managing communication with all stakeholders including Account Manager, DPE & technical teams.
- Reporting the progress of the program to the ANZ Transformation Leader at regular intervals.
- Assisting ANZ Project Managers with their daily issue/problems/risks.
- Ensuring the quarterly target to be accomplished by the Project Managers.
- Managing the program's budget & realize benefits as the program progresses.
- Initiating innovative way of Agile working for the program.

IT Infrastructure Project Manager

IBM GDC (M) SDN BHD | Cyberjaya

01/2015 > 03/2018

A) Project Manager (main role):

- Handling various kind of projects from application upgrade to infrastructure changes under IBM Global Account (IGA) for US region.
- Lead a project team in delivering a solution to the customer according to IGA processes & procedures.
- Prepare all the project documentations according to IGA standard.
- Performing project lifecycle activities within allocated budget & timeframe.
- Coordinating between resources from different regions throughout the project lifecycle globally.
- Ensure direct & effective communication within project team & stakeholders.
- Selected as a PM for "FastPath" project deployments (Agile) program globally.
- Work closely with Delivery Portfolio Managers (DPM) & Client stakeholders in managing the changes, progress & completion of the projects.
- Selected as a trainer for Enterprise Hosting Services (EHS) processes under IGA US for new PM globally.

B) Team Leader:

- Help First Line Manager (FLM) with all the team's concerns & problems on daily basis.
- Develop an Agile tool that helps the FLM in managing the team more effectively.
- Manage the Time-off request/utilization for the team upon Change Request (CR) completion.
- Completed the IBM Service Integration Leader (SIL) program in 2017.
- Completed the IBM Global Leadership Program (GLC) Aspiring Manager in 2017 (Currently continuing with Manager Readiness Program for 2018).
- Awarded with "Leading the way in implementing AGILE practices in project.

C) Program Manager:

- Selected for the temporary Program Manager role under IGA US (for TLS 1.2 Enablement program) which last for 6 months.
- Worked together with all Project Managers who handle the TLS 1.2 related projects in ensuring they deliver the projects as required by the Stakeholders.
- Gather daily/weekly reports from all Project Managers & present the summary to the Stakeholders.
- Review each project deliverables & scopes according to the SOW.
- Assist the Project Managers in solving the problems they face within their project.
- Help DPM by ensuring all Project Managers update their project documents accordingly.
- Assist DPM in assigning project resources according to the priority & turn.
- Ensure the customer understand the scope of the program & help them to understand what they need to do in completing the projects.

IT Project Manager

Hopetech SDN BHD | Kuala Lumpur

02/2010 > 12/2014

- Promoted from IT Executive to IT Project Manager after 1 year joined the company.
- Responsible for both internal office IT management and external Toll Collection System (TCS) IT projects delivery (in Malaysia & Philippines).
- Lead the IT projects delivery for 2 Toll Collection System (TCS) projects in Philippine (Skyway & Slex) until completed.

- Lead the IT projects delivery for Automated Fare Collection (AFC) project for KTMB AFC Upgrade in Malaysia.
- Performed contract negotiations with manufacturers for all IT hardware, software & consulting services.
- Created strategic goals for IT Asset Management & Cost Saving Planning.
- Designed Standard of Procedures (SOP) for IT support desk related for the company.
- Coordinated between software development processes & IT infrastructure readiness throughout the project phases.
- Ensuring completion of IT hardware installations & configurations for the projects.
- Designed IT corrective & preventive maintenance program for the projects.
- Coordinated meetings with the client on project status.
- Developed business relationships with the clients & vendors.

2nd Level Infrastructure Analyst (RDM)

HP (M) SDN BHD | Cyberjaya
04/2009 > 01/2010

- Supported Windows 2000 & Windows Vista related problems for SHELL account globally.
- Solve software and hardware issue on the client's machine.
- Provide 2nd level troubleshooting (remote desktop management) incidents.
- Configures, modifies and replaces hardware/software components.
- Perform system backup and recovery tasks on client's machine.
- Escalate unresolved problems to expedite resolutions.

IT Technical Consultant

Ceylinco Consolidated (M) SDN BHD | Cyberjaya |
04/2008 > 03/2009

- Handle all IT technical issues for the company.
- Monitor & maintain Linux/Windows servers for web hosting.
- Maintain & upgrade IT software & hardware for all staffs.
- Provide end-to-end IT support desk for all staffs.
- Deal with client's IT problems at their offices.
- Consult & advise client on their new IT requirements.

WORK EXPECTATION:

Willing to travel – Yes

Personal transport – Yes

Expected Salary – RM12, 000 (Negotiable)

REFERENCES:

References are available on request.