

Adeline Chong

Senior Manager

Identity & Access Management

Detail-oriented leader with over 15 years of experience establishing successful teams and shaping potential future leaders. I am seeking a change in role with the skills and management expertise I have possessed to contribute back to the company goals, improve business operations and employee satisfaction.

Experience

April 2020 - Present

Senior Manager, IAM GIS AIA Shared Services Sdn. Bhd.

September 2018 – March 2020

Manager, IAM GIS AIA Shared Services Sdn. Bhd.

Manage a team of system administrator for IAM solution (SailPoint and Okta). Provide support on system integration by partaking in requirement, design, testing and user verification. Responsible to ensure system and workflow is stable postproduction deployment and provide end user support on new integration and function roll out. Play a role of change agent managing global business unit and local Information Security Directors.

November 2016 – August 2018

Manager, IAM GIS Standard Chartered Global Business Services Sdn. Bhd.

Responsible person on operation support for Application Security that is in production across the globe. Reviews onboarding requirement and ensures application meets the policy minimal requirement. Recommends improvement to day-to-day process &/or application gap, mitigating control proposal, and audit support.

January 2016 – October 2016

Manager, Risk Management Gibraltar BSN Life Berhad

Coordinates risk management efforts between all inter-departments of the company and facilitate risk management due diligence activities. Identify and analyze areas of potential risk, regular engagement with key staff and operations managers, creating risk registers, and recommending ways to control, reduce, or mitigate risk exposure.

Education

2002 - 2007

**Bachelor of Commerce
(Banking & Management)**

Curtin University, Australia

Skills

- Identity & Access Management
- Access Request Management
- IT IPC Management
- Risk Management
- Project Management
- Leadership
- Teamwork, team management
- Stakeholder Management
- Contact Center Management

Contact

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Experience

June 2013 – June 2015

Manager, IAM GIS *Standard Chartered Global Business Services Sdn. Bhd.*

Responsible person on operation support for Application Security that is in production across the globe. Reviews onboarding requirement and ensures application meets the policy minimal requirement. Recommends improvement to day-to-day process &/or application gap, mitigating control proposal, and audit support. Manage country service review meetings.

July 2011 – May 2013

Reengineering Manager, Regional Contact Centre *Scope International (M) Sdn. Bhd.*

Responsible to drive, develop and prioritize initiatives for standardization, cost efficient and process improvements that will impact the service quality and customer experience with six-sigma methodology. Plan, execute and manage projects in accordance with stakeholder key performance indicator and business strategic alignment.

November 2010 – June 2011

Premier Service Team Manager

Responsible for service excellence of high portfolio customer segment of the bank. Monitored team and evaluated call center results and ensured achievement of all performance targets. Employ real time management of staff contribution daily and review available career paths available to individual performances. Developed and monitored call center budgets. Review Service Level performance with country. Roll out promotions, cross-sell and debt collections recovery key initiatives to enhance the ability of the front lines to better service our customers effectively. Supports yearly audit review and implement control mitigations.

June 2010 – October 2010

Business Analyst, Project (SIMCO)

Responsible for end-to-end user requirements for contact center hub. Responsible to ensure smooth continuity of operations, with no significant impact to risk exposure, frontline and customer experience.

July 2008 – May 2010

Service Manager

Manage team performance and operations for contact center. Delivers operational objectives of the call center and ensure KPI are met. Responsible for individual personal development and training. Roll out promotions, cross-sell and debt collections recovery key initiatives. Supports yearly audit review and implement control mitigations.

December 2007 – June 2008

Training Manager

Responsible for new and existing employee development and training. Responsible in retention of blue collars to assist them in area of improvement of their skills. Plan and execute training calendar for various training related programs. Design, develop and ensure adherence to training content according to business requirement. Create individual/trainer development plans and identify training needs.

Certificates and Achievement

- 2021 Introduction to Cloud Adoption Framework
- 2021 Microsoft Security, Compliance, and Identity Fundamentals
- 2021 Microsoft Identity and Access Administrator
- 2021 CompTIA IT Fundamental
- 2021 Leadership Training; Managing Up & Across, Leaders@Change, IF Influencer
- 2019 ITIL® v4
- 2019 SailPoint IdentityIQ Administration Essentials Module
- 2019 Crucial Conversations by Stephen Covey
- 2019 Creating an Engaging Workplace Course for Engagement Champions
- 2018, 2019, 2020, Gallup results of 4 and above for 3 consecutive years.
- 2017 Cybersecurity Nexus Fundamentals (CSXF) Core
- 2017 The Seven Habits of Highly Effective People by Stephen Covey
- 2017 Tableau Desktop I & II: Accelerated
- 2014 ITIL® Intermediate Certificate in Continual Service Improvement (Peoplecert Group)
- 2013 ITIL® Foundation Certificate in IT Service Management (Peoplecert Group)
- 2012 Q1, Standard Chartered Bank Regional Hub Contact Centre, Best Re-Engineering Manager
- 2012 Dynamic Team Holdings Certificate of Achievement: Empowerment of the Black Belt Team
- 2012 Penta Wise Certificate of Achievement: Microsoft Excel 2007 (Advanced)
- 2010 Standard Chartered Bank GSSCKL GTO Manager Performance Award
- 2009 Singapore College of Insurance Certificate of Proficiency in Travel Insurance
- 2009 OMNI Touch Certificate of Achievement: Contact Centre Operations Management Workshop

Referral

- Available upon request