**MR. CHANG CHOON WEI**

### Personal Particulars

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|---|---|
| Preferred Name | : Robbie Chang |
| Age | : 38 years |
| Date of Birth | : 12 Nov 1981 |
| Nationality | : Malaysian |
| Gender | : Male |
| Marital Status | : Married |
| IC No. | : 811112-08-5467 |
| Address | : 1-21-1, Verdi Residence, Symphony Hills, Persiaran Bestari Cyber 9, 63000 Cyberjaya Selangor. |
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### Brief Introduction & Professional Summary

I am a strong team player and also comfortable working independently depending on the nature of work. From my past work experiences, my peers and immediate superiors usually find that I am easy to work with and listens to others' opinion and feedback. It is a rarity for me to miss a deadline which I commit to, as I am an adept planner and excels at managing foreseeable risks.

Overall, I have close to 13 years of IT related working experience in industries such as telecommunication, IT Outsourcing and lately education industry. I have vast knowledge in SDLC cycle with actual hands-on experiences in business analysis, requirements gathering, functional design, system testing, production support, change and release management. I am familiar with agile methodology, IT Service Management (ITSM) framework and best practices.

### Career Objective

1) Personal development and peer recognition
2) Building sustainable professional relationship with peers

### Notable Soft Skills

1) Excellent analytical ability and a natural problem solver
2) Strong leadership qualities
3) Adept planner & resourceful
4) Effective communication and listening skills

### Educational Background

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| Qualification | : Bachelor's Degree |
| Field of Study | : Computer Science |
| Major | : Management of Information System |
| University | : University of Malaya, Malaysia |
| CGPA | : 3.88/4.00 |
| Graduation Date | : 2004 |

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|---|---|
| Qualification | : PMR/SPM/STPM |
| Institute | : SMK TAMAN SEA, Malaysia |
| STPM Grade | : 2A's, 1B, 1C |
| SPM Grade | : 9A's |
| PMR Grade | : 7A's |
| Graduation Date | : 2000 |

## Work Experience(s)

Company Name   : Bumi Intuisi Sdn Bhd (subsidiary of SEGi University & Colleges)
Position Title      : Group IT Manager
Specialization     : Software
Industry           : Education
Duration          : Feb 2017 – Sept 2019 (2 years 9 months)

Work Description :
1. Lead various IT initiatives and projects at group/corporate level
2. Manage vendors and maintain healthy professional relationships to ease negotiations and escalations.
3. Review and revise information technology strategies, policies, and procedures
4. Act as escalation point for application incidents and support.
5. Ensure SLA for incidents and request fulfillment are met
6. Review and forecast IT licensing needs for the group (all 6 campuses including corporate level), while ensuring financial objectives are met.
7. Focal point for IT audits by both internal & external auditors

Key Accomplishments:
1. Campus Management System (CMS) - Completed reverse engineering of the core CMS requirements and proposed a replacement plan and strategy to Senior Management Team which was eventually adopted.
2. IT Team restructuring and adoption of ITIL in Operation Management- my role involves studying as-is IT support processes, identify gaps, propose solutions, manage the roll-out of ticketing tool and streamline IT processes across all campuses. For this project, I am also the process trainer due to my extensive knowledge and experience in ITIL and operational support. Annual customer satisfaction survey for IT improved from a rating of 6/10 to 8/10 within 1 year.
3. Digital Classroom - my role involves researching tools capable to introduce a digital classroom environment, obtain buy-ins from senior management team and finally project manage the roll-out the said solution to campuses.
4. Reduced Group's software licensing cost by RM140k within the first year, and a further RM50k in the second year through several initiatives:
   i. software and licensing usage review and consolidation
   ii. re-negotiation of licensing cost with vendors
   iii. decommissioning and consolidation of rarely used applications and servers

Company Name   : BT Global Technology (M) Sdn Bhd
Position Title      : Operational Readiness Trial Manager
Specialization     : Software
Industry           : Telecommunication
Duration          : Feb 2014 – Mar 2015 (1 year)

Work Description :
1. Assess the needs for operational trial for each Change Request, taking into consideration impacts to processes, operations and systems.
2. Plan, design and prepare the operational trial strategy, plan, schedule and resources
3. Manage the timeline and resources allocated for operational trial
4. Develop trial test data, ensure environment readiness to support the trial run
5. Manage and control the day-to-day activities involved in preparing the detailed plan and Operational Readiness trial procedure based on process and service design document.
6. Manage defects discovered during operational trials, ensure defects are being resolved by the Application Support Groups, Components Team, service designers and/or solution designers in a timely manner.
7. Engage and coordinate vendors during operational readiness trial execution.
8. Chairing daily status calls with key stakeholders and operational resources to monitor the trial progress and manage arising issues and risks.
9. Produce daily and weekly reporting of operational trial status to stakeholders and management

team.
10. Provide recommendation and sign-offs on the readiness state of Change Requests to go into full operational mode.

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Company Name   : NCS-I(M) Sdn. Bhd. (a member of SingTel Group)
Position Title     : Senior Business Analyst
Specialization    : Software
Industry         : IT Outsourcing
Duration         : Dec 2006 – Feb 2014 (7 years)
Project Involved  : IT Outsourcing for a Major Australian Telco

**Roles held within the organization:**
1. Application Specialist (Dec 2006 - Oct 2007)
2. Promoted to Business Analyst (Nov 2007 – Oct 2009)
3. Promoted to Senior BA cum Service Desk Lead (Nov 2009 – Feb 2014)

**Responsibilities as Business Analyst/Senior BA:**
1. Requirements gathering for projects and Request for Change(RFC)
2. Requirements assessment, elicitation, high level solutioning and impact analysis
3. High level effort and cost estimation
4. Assist Change Manager with the day-to-day CAB planning and activities
5. Prepare training materials, documentation and conduct trainings
6. Facilitate external IT audits, as well as conducting internal IT audits
7. Drive Continuous Service Improvement initiatives across core processes comprising of Incident Management, Request Fulfilment, Problem Management, Change Management & Release Management
8. Manage and coach a junior Business Analyst
9. Support for other NCS projects, with involvement in drafting project bid proposals
10. Production support during go-live period for new release rollouts.

**Responsibilities as Service Desk Lead:**
1. Manage and lead Service Desk Team ( 6 Service Desk team members)
2. Coaching and provide training to team members
3. Ensure the team adhere to defined processes, customer SLA and internal SLO
4. Manage escalations raised by clients and stakeholders
5. Maintain close rapport with level 2 teams and onshore support team
6. Manage resourcing which includes interview, hiring and roster/shift planning
7. Conduct team members' performance assessment and personal development
8. Generate daily, weekly and monthly reporting on SLA and team productivity
9. Define and rollout Service Desk KPIs
10. Management planning i.e. Staff development, staff trainings, Key Performance Indicators (KPIs) setup & performance review.

**Responsibilities as Application Specialist:**
1) Knowledge transfer for business processes and IT operations from Australia to Malaysia.
2) Work instruction documentation as part of project transition
3) Documenting as-is IT operations processes and system domain knowledge
4) Provide first level offshore Service Desk and Billings applications support.
5) Provide application related trainings to users and newjoiners
6) User manuals documentation
7) Assume role as Team Lead for Application Specialist Team (Business Support)
8) First level support for reported incidents, managing low severity incidents to closure, and/or ensure proper escalation to next level of support when required.
9) Acting as communication manager during high severity incidents to broadcast alerts to user community.

**Key Achievements/ Key initiatives' Involvement:**
1) ITIL Implementation (Role: System/Process Consultant & Trainer)
   - Planned and co-ordinated end to end implementation of the ITSM tool from development,

testing, training and roll-out.
- Provided ITSM tool and process training to all the relevant IT support groups and business users
- Successfully roll-out the new set of KPI's for each of the defined processes which comprise of Incident Management, Request Fulfilment, Problem Management, Change Management & Release Management
2) Service Desk Consolidation (Role: Service Desk Team Lead & Process Consultant)
- Successfully re-design ISS processes and established the Service Desk team in ISS KL ODC.
- Planned and co-ordinated changes to PBX, ticketing tool, training and processes to support the implementation of Service Desk.
- Completed migration of Service Desk work instructions into SM7 Knowledge Management module.
3) Hiring Interview Questionnaires
- Developed candidate assessment test which was incorporated as part of interview procedure. The assessment test was eventually utilised as preliminary tests for hiring of all candidates in entire IS Team.

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Company Name    : Accenture
Position Title      : Analyst
Industry              : Consulting – System Integration
Duration             : Sept 2005 – Dec 2006
Project(s) Involved          :
   a.  Maxis Billings and Rating System (Kenan)
   b.  Telekom Customer Relationship Management (CRM) Knowledge Bank

Role: Analyst
Work Description  :
1) Kenan Billings and Rating System - Ordering module system development
2) Kenan workflow configuration
3) Liaising with provisioning system vendor to resolve arising issues.
4) End to end system testing
5) End user support during User Acceptance Test
6) Release management - managing versioning and releases to customers. Providing first level support during cutover and rollout into live production environment.
7) System roll-out and 24 hour go-live support (on 12 hours shift)
8) Team Lead for Functional Integration test. Testing and verify bug fixes released by developers and new ad-hoc critical requirements from customers before rolling out the latest consumer or business plans.
9) Requirements gathering and documentation.
10) High Level and Functional design
11) Presenting high level and functional designs to stakeholders, managing customer expectation and see through the sign off for designs.

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Company Name    : Motorola GSG
Position Title      : Software Engineer
Specialization     : IT/Computer – Software
Industry              : Telecommunication
Duration             : May 2004 – Sept 2005

Project(s) Involved:
System testing for 3G (UMTS) Operation and Management Center

Role: System Tester
Work Description  :

1) Authoring test scripts
2) Perform system test, executing test scripts
3) Scripting for Network Element simulation

4) Operation and Management Center(OMC-U) Performance Management feature champion
5) UMTS Test Team acting Team Lead
6) Participate in requirements review
7) Participate in peer review
8) Moderating peer review sessions
9) Chairing weekly sync up meeting with coordinator in Cork, Ireland
10) Drive Escaped Defect Analysis(EDA) initiatives

| Technical Skillset | | |
|---|---|---|
| (**Proficiency**: **Advanced** - Highly experienced; **Intermediate** - Familiar with all the basic functionalities; **Beginner** - Just started using or learning the skill) | | |
| **Skill** | **Years** | **Proficiency** |
| Process Design & Re-engineering | 7 | Highly experienced |
| Project Management | 5 | Highly experienced |
| Business Analysis | 6 | Highly experienced |
| ITIL/ITSM Framework | 3 | Highly experienced |
| ASP.NET | 1 | Intermediate |
| ITSM Tool - HP Service Manager v7 | 3 | Highly experienced |
| Unix | 1 | Intermediate |
| MS SQL Server | 1 | Intermediate |
| Sybase | 3 | Intermediate |
| Oracle / TOAD | 2 | Intermediate |
| Sharepoint | 3 | Intermediate |
| Power BI | 1 | Intermediate |

| Languages | | |
|---|---|---|
| (Proficiency: 0=Poor - 10=Excellent) | | |
| Language | Spoken | Written |
| English | 9 | 9 |
| Malay Language | 9 | 9 |
| Cantonese | 9 | 0 |
| Mandarin | 5 | 0 |

| Training / Certifications |
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| 1) Dale Carnegie – Developing the Leader in You |
| 2) ITIL V3 Foundation Certification |
| 3) ITIL V3 Intermediary – Release Control & Validation Certification |
| 4) Microsoft Sharepoint Administration |
| 5) Microsoft Power BI |

| Miscellaneous |
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| Willing to Travel : Light Traveling |
| Willing to Relocate : Yes |
| Possess Own Transport : Yes |
| Availability : Immediate |

| References |
|---|
| Name : Mr Vincent Chin |
| Relationship : Former Reporting Officer (Technical Architect@NCS-I) |
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| Name : Mr Jeffrey Sik |
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