# Daniel Teik Hooi Khoo

SYSTEMS ANALYST

## Details

+60163230509

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## Skills

Interpersonal Communication

Analytical Skills

Linux/Unix

Communication Skills

Critical thinking and problem solving

## Profile

9 years of experience as Systems Analyst in banking industry for Investment and Internet Banking sector.

Strong background working with Business Analyst, Project Managers, Scrum Master, vendors and developers to identify requirements, provide cost analysis, assist with creating user interfaces, and develop implementation plan.

In-depth understanding of project life-cycle, including all phases of system and software development. Effective communication, active listening, and interpersonal skills.

## Employment History

### Systems Analyst, Standard Chartered Global Business Services, Kuala Lumpur

MAY 2017 — PRESENT

- Analyze technical requirements and implement change to meet business requirements for Fixed Income Investment application
- Analyze and evaluate technology solutions and present recommendations for improved system operations
- Work on environment readiness that involves setting up application in Windows Server 2012, Java, MSSQL database, Windows IIS, Windows batch files, DevOps tool, Linux Redhat, Control-M, IBM WebSphere Message Queuing service, Solace JMS, Kong API gateway, IMFT file transfer, and Tectia Secure File Transfer
- Manage, raise and coordinate change request
- Create system documentation for the organization
- Coordinate integration activities with upstream and downstream systems
- Engage teams for cost and integration effort

### Systems Analyst, Alliance Bank Malaysia Berhad, Kuala Lumpur

MAY 2011 — APRIL 2017

- Supervised team to guide team to follow Bank's best practices, understand the strength of each team members and assigned assignments based on their strength
- Liaised with business users and vendors to deliver business application and new features under enhancement or projects
- Liaised with application vendor and server team to configure and setup the server
- Worked with various teams on development and maintenance of interfaces to ensure successful system integration
- Provide application support for the Internet Banking application
- Supported disaster recovery planning, testing and execution to achieve system availability according to recovery objective
- Follow-up on findings, issues and rectification, audit and compliance and ensure actions are taken & implemented as required
- Managed Change Requests and projects for the Bank's Internet Banking application
- Setup application environment that involves Java, DB2 and Informix database, Linux Redhat, IBM WebSphere Message Queuing service and Shell Script

### Associate Software Engineer, Accenture Malaysia, Kuala Lumpur

SEPTEMBER 2010 — APRIL 2011

- Worked with developers and testers for troubleshooting application related issues during program testing

- Worked with various teams to ensure data migration is successful
- Developed Stored Procedure for client's inventory system

## Education

**Bachelor of Science (Honors) in Computer Science, INTI University College Subang Jaya**

2008 — 2010

## Projects

### Fixed Income, Standard Chartered Global Business Services

MAY 2017 — NOVEMBER 2017

Fixed Income is an investment application that offers fixed income products of IPO and Secondary bonds to clients in both Private and Retail segment. It is an order management system that allows investment bankers to place orders for customers via Web portal and it is opened to Hong Kong, Singapore, United Kingdom and Jersey countries.

A back-end Web portal that allows the support team to maintain system parameters.

### Fixed Income Africa, Standard Chartered Global Business Services

MARCH 2019 — SEPTEMBER 2019

Fixed Income for Africa is an investment application that offers mobile banking to customer to place a pre-order deal and the order will be manually process by the investment bankers. A Web portal is available for bank's internal user to maintain users' role and access permission and to access other administrator feature like audit report.

### TDS, Standard Chartered Global Business Services

JANUARY 2019 — DECEMBER 2019

TDS is an application that provides Bond information to investment applications. This project aims to replace the existing TE files to improve on the Bonds data accuracy as TDS is directly connected to Bloomberg. TDS files will be send via IMFT File Transfer.

### TAP Enable, Standard Chartered Global Business Services

JANUARY 2019 — PRESENT

TAP Enable is an application that embeds other investment applications Web page within their IFRAME and it allows Relationship Manager to access respective investment application and perform day to day tasks in a single portal instead of accessing different investment applications.

Orders placed in TAP Enable IFRAME will be available in Fixed Income investment application and the order's status update will be send back to TAP Enable via Solace JMS.

### AWS Lift & Shift

FEBRUARY 2020 — JULY 2020

AWS Lift & Shift migrates existing ATOS hosted non-production servers to AWS cloud environment to save server maintenance costing.

### Cybersecurity, Standard Chartered Global Business Services

FEBRUARY 2019 — DECEMBER 2019

As part Cybersecurity project, login authentication is required to be authenticated using OneCert; staff's bank ID, user role and account status will be authenticated. An AD user ID is used for end to end server authentication.

Splunk reports consist of application Audit History, User Login and Logout activity, Profile Management and ID Management. Reports will be available for Security team to download and review, Splunk software is installed in Fixed Income server for Splunk team to retrieve the reports.

**Single Sign On ForgeRock, Standard Chartered Global Business Services**

JANUARY 2020 — PRESENT

Single Sign On (SSO) ForgeRock offers a seamless login experience to bank's user when accessing Investment application without having to enter username or password.

User simply need to access the investment application link and they will be automatically login to the application.

SAML request is used for server end to end authentication.

**Internet Banking (IB2G), Alliance Bank Malaysia Berhad**

NOVEMBER 2011 — MARCH 2012

The project aims to replace the legacy Internet Banking system to offer better features and experience with latest security updates.

## Courses

**Fundamental to Agile Training**

MARCH 2018 — MARCH 2018