

# Hema Losini Goval

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## IT/DevOps Specialist

### CAREER OBJECTIVE

Top-performing, dependable, and motivated results-driven IT Specialist with 18 years of experience in the Information Technology. Technology Management professional with years of valuable experience in monitoring project performance to ensure company success. Familiar and adept in working with database administration area, project management, service management, customer relationship management and service desk operation management. Accustomed to handling IT support, managing IT projects, and supporting various departments with IT tools and applications. Detail-oriented professional with highly professional attitude, strong leadership, relationship-building skills, and ability to perform well in a team. Results oriented expert, recognized for taking on major initiatives, adapting to rapidly changing environments and resolving mission critical issues to ensure bottom line success.

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|--------------------------|------------------------------|--------------------------|
| ❖ Troubleshooting Skill  | ❖ Technology Management      | ❖ Critical Thinking      |
| ❖ Analytical Skills      | ❖ Team Building & Leadership | ❖ Management Skills      |
| ❖ Project Management     | ❖ Communication Skills       | ❖ Risk Assessment        |
| ❖ IT Knowledge           | ❖ Relationship Building      | ❖ Client Satisfaction    |
| ❖ Decision Making Skills | ❖ Time Management            | ❖ Stakeholder Management |

### CORE QUALIFICATIONS

- ◆ Effective leader, skilled at sharing my knowledge of information systems with others and supervising the work of IT professionals. -Innovative designer of information management systems and subsystems.
- ◆ Knowledgeable about the differing information management needs of large and small businesses. Familiar with innovations in information security systems and skilled in updating security protocols.
- ◆ Capable problem solver, skilled in IT support and troubleshooting all types of computer and information programs. Extremely detail oriented and committed to quality in all aspects of information management.
- ◆ Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery.
- ◆ Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.
- ◆ Process improvement champion with a history of implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs.
- ◆ Strong analytical and problem-solving skills with the ability to quickly adapt to changing and competing priorities.
- ◆ Accomplished and creative executive possessing multifaceted experience and a proven ability to revitalize organizations, initiate company-wide campaigns, and capture untapped opportunities for growth. Results-oriented, decisive leader; adept at forging lucrative relationships with key partners, vendors, and clients.

### PROFESSIONAL EXPERIENCE

**DevOps Specialist, PSC Tech / Quality, Labs and EHSS | GlaxoSmithKline Sdn Bhd**

**Aug 2019 – Present**

#### Key Responsibilities:

- ❖ Provide day to day support for SDMS (data archiving & repository system for Pharma Supply Chain laboratory data) system.
- ❖ Consult with business regarding optimization, planning, feature activations, and other improvements.
- ❖ Implement and manage the development of common modules and libraries that can be reused across various products and solutions. Collaborating with developers to bring new features and services into production.
- ❖ Work with the Validation team on managing risk and have experience supporting GxP and Sarbanes Oxley regulated applications.
- ❖ Understanding and Knowledge of the Systems Development Life Cycle, VFQ and Agile Methodologies.
- ❖ Work and support Remedy and ServiceNow systems in the Incident, Problem and Change Management environments.
- ❖ Support the Project team to do the testing on the OneCDS (Lab chromatography) system once it was moved OTN (Optical Transport Network).

**Key Responsibilities:**

- ❖ Managed team for Asia-Pacific including China, Korea, Singapore, Australia, and other markets for Service Desk catering multilingual regions for L1 support. Other onsite support provided by team as L2/3 for EUS, Network, Server, SAP, SharePoint, O365.
- ❖ Provided service delivery to Asia-Pacific Users for both IT Organization and Application fields.
- ❖ Monitored tickets SLA and ensure Region SLA match with customer agreement.
- ❖ Organized weekly dashboard to customer and Monthly Global service delivery meeting with customer and regional IT Managers.
- ❖ Stimulated New Service Adoptions from application teams from request approval stage to support stage.
- ❖ Worked closely with other teams especially Local IT, Access Management and Finance teams to do process improvements to ensure tickets are handled on timely manner and provided the best end user experience.
- ❖ Involved in making Workplace@Facebook as a new channel of Helpdesk support for GSK users can use to raise issues.
- ❖ Ensured the collaboration between Local IT teams and Service Desk team increases by Proactive Service Management. Both teams did trend analysis on incidents created from major markets and created intelligent reports to avoid escalations and better manage business requirements.

**Tech Business Process Analyst, Quality & Labs | GlaxoSmithKline Sdn Bhd****May 2015 – Dec 2017****Key Responsibilities:**

- ❖ Collaborated with the business and IT organisation on the creation and execution of application strategies with a focus on the Quality Business Processes.
- ❖ Performed business analysis, vendor analysis and risk management to ensure the Quality strategy is maintained and executed to delivery business performance improvements.
- ❖ Responsible for defining the quality strategy requirements and objectives for a quality part of the business within the Global Manufacturing and Supply (GMS) Organisation.
- ❖ Liaised with senior management and Application Services management to determine the effectiveness of systems.
- ❖ Implemented OneCDS systems across multiple Global Manufacturing Sites and Joint Venture sites which includes project management from initial engagement with sites and stakeholder management from pre-stage approvals till the project closure.
- ❖ Collaborated with business process for the Analytical Archive programme and fully responsible for the project approvals with the Project Approval Board and worked with the sites and project team to ensure funding, resources and project timelines were met.
- ❖ Rolled out OneCDS to the first Vaccines site (Rockville Vx). The rollout included creating new validation plans and scopes to fit in the Vaccines.

**Database Hosting Administrator | GlaxoSmithKline Sdn Bhd****Jun 2010 – May 2015****Key Responsibilities:**

- ❖ Performed DBMS backup and recovery.
- ❖ Provided excellent service performance monitoring and tuning, account and space management, database placement and configuration, database troubleshooting, database installation, uplifts, and patch/fix upgrades.
- ❖ Implemented TechM support model. Initiated and conducted the on boarding training and technical trainings for the TechM when they started taking Level 1 Remedy tickets.

**Other Accomplishments**

- ❖ Handled the BSC KL Annual Dinner 2013 (Part of BSC Sport and Recreational Club 2013 as Annual Dinner stream committee).
- ❖ Prepared paperwork for Award and recognition program for GSK Unlimited Project as a pioneer and committee.
- ❖ Implemented new ways of working between KL and Poznan Team by preparing proposal and discussion with representatives from Poznan Database team.
- ❖ Organized+ Integration checklist (including providing correct LIN and some training material for day-to-day work) to be used by both former CITC and CORE during merging transition in 2012.

- ❖ Honoured Impact Award in 2011 for recognition on giving fast and good services to customer.
- ❖ Got Impact Award (Silver) in 2013 for recognition for taking extra responsibilities by successfully training 3 Graduate trainees in Database Operations showing great people developing skills and behaviours.
- ❖ Received Impact Award (Bronze) in 2013 for dedication and contribution in making Orange United a successful event.
- ❖ Collected Impact Award (Silver Team) in 2013 for recognition for demonstrated good teamwork and put extra effort on top of daily job to deliver the GSK Infinites (formerly known as GSK Unlimited) project.

## **Deep Technical Support Database Administrator | Hewlett-Packard Multimedia Sdn Bhd**

**Industry: IT Services Provider**

**Aug 2009 – May 2010**

### Key Responsibilities:

- ❖ Supported customer databases in MSSQL 2005 and Oracle environment.
- ❖ Maintained and corrected service for database products and associated products.
- ❖ Provided database connectivity support and created physical database.
- ❖ Managed database availability, database space utilization, transaction logs.
- ❖ Practised Remedy ticket and Peregrine (Problem/Incident Change/Management) application to maintain and track the issues involving MSSQL databases.

## **Junior Executive | T-SYSTEMS Sdn Berhad**

**Sep 2008 – Aug 2009**

### Key Responsibilities:

- ❖ Supported SAP R/3 system which run on Oracle 9i and 10g databases.
- ❖ Performed configurations, patching, and ad-hoc activities for as requested by customers and daily maintenance of the SAP Netweaver/Basis components of the SAP Systems.
- ❖ Worked on multiple platforms including AIX, Windows, Suse Linux, Unix Solaris and HP UX to provide support on the filesystem and disk space.

## **ORACLE AND MSSQL TRAININGS**

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- ✓ DevOps Essential™.
- ✓ Hug Your Problem (GSK)
- ✓ Introduction to Oracle9i: SQL
- ✓ ITIL V3 – (Iverson Training Centre)
- ✓ Personal Mastery & Team Bonding
- ✓ Oracle Database 10g: Performance Tuning Ed 1
- ✓ Oracle Database 10g: Administration Workshop I
- ✓ Oracle Database 10g: Administration Workshop II
- ✓ Anti-Money Laundering; Operational Risk Awareness
- ✓ Basic Credit Training & System Training for Credit Admin
- ✓ Maintaining SQL Server 2008 Database (Iverson Training Center)
- ✓ Implementing SQL Server 2008 Database (Iverson Training Center)

## **EDUCATION and CERTIFICATIONS**

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**Bachelor of Information Technology**, majoring in Information Management, University Malaya

Microsoft Certified Professional – (2002)

E-Commerce Business Associate – (2002)

SQL Server certification (2008)

DevOps Essential – (2019)

ITIL V3.

## **REFERENCES**

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Will be Available at Demands.