



## LEE KOK LEE

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### PROFESSIONAL SUMMARY

IT professional with a strong background in managing large-scale Data Center operations and overseeing the deployment of enterprise-level infrastructure solutions. Possesses a deep understanding of the latest technologies and industry best practices and is dedicated to ensuring high availability and reliability of IT systems.

As the Head of Group Infrastructure at Hong Leong Bank, I have 30 years of experience delivering Technology Infrastructure initiatives for Commercial Banks, Investment Banks, and Insurance services. As the Head of Infrastructure Support, I lead a team of 120 staff in Malaysia to provide regional infrastructure and data centre support to the Banking Group Companies (Malaysia, Singapore, Hong Kong, Vietnam and Cambodia) and non-Banking Financial entities. Over the past years, I have implemented good practices, improved staff morale, and increased system stability and innovation. My contributions have supported the bank's digital transformation journey through network and infrastructure enhancement and tech refresh programs while reducing operational costs by implementing new technologies.

### CORE COMPETENCIES

- |                                    |                                  |
|------------------------------------|----------------------------------|
| ✓ Datacenter Operations Management | ✓ Security Management            |
| ✓ Infrastructure Management        | ✓ Vendor Management              |
| ✓ Team Management                  | ✓ Budget Management              |
| ✓ Stability and Availability       | ✓ Compliance and Risk Management |
| ✓ New Technology Implementation    | ✓ Audit Management               |
| ✓ Systems Improvement              | ✓ Cost Reduction                 |
| ✓ Disaster recovery planning       |                                  |

### PROFESSIONAL EXPERIENCE

#### Hong Leong Bank Bhd

Head of Group IT Infrastructure | Aug, 2014 - Present

- Successfully setup new Data Center with green technology, ensuring energy efficiency and reducing costs
- Deployed SD-WAN and SDN, improving network performance and security
- Conducted AS400 hardware and OS upgrade, enhancing system performance and stability
- Replatformed from proprietary hardware to open stacks, increasing system compatibility and flexibility
- Virtualized hardware setup, reducing physical footprint and increasing scalability
- Managed risks and ensured compliance with BNM, MAS, HKMA, SBV and NBC guidelines and maintaining regulatory standards
- Managed budget, ensuring cost-effectiveness and maximizing ROI
- Replatformed storage from proprietary to SSD technology, improving data storage and retrieval times

- Served as a key member of a number of important committees, including the Architecture Review Committee, Change Management Committee, Service Management Committee, Business Operations Continuation Committee, IT Risk and Compliance Committee, and Projects PSC Committee.
- Performed thorough disaster recovery simulations to assess the efficacy of our preparedness plans. Supervised the implementation of actual disaster recovery protocols to ensure swift and efficient restoration of vital IT systems and services. These measures enabled us to maintain seamless business operations during unforeseen disruptions and mitigate any negative consequences.

### **OCBC Bank Bhd / E2 Power Sdn Bhd**

Vice President | Aug, 2004 - Aug, 2014

#### **Head of Regional Infrastructure and Data Center Share Services, Great Eastern Life (Malaysia, Singapore, Indonesia, and Vietnam)**

- Led a team of 79 staff in providing support services for Wintel, Unix, AS/400, Databases, Network, Data Center Operation services, Change Management, Services Delivery and Client Management, Risk and Compliance, and Project Delivery for Great Eastern Life's operations in Malaysia, Singapore, Indonesia, and Vietnam.
- Successfully delivered infrastructure services within defined SLAs, and implemented new initiatives that improved service delivery, resulting in a 15% reduction in system outages year on year.
- Identified and closed IT operational risks, ensuring compliance with IT guidelines, standards, and frameworks issued by the Monetary Authority of Singapore and Bank Negara Malaysia, leading to the successful completion of all regulatory audits.
- Led a team that participated in major projects, including the design of AS/400 infrastructure to support the data center hub for the bank.

#### **Team Lead for OCBC Malaysia Infrastructure Teams**

- Managed teams comprising AS400, Wintel, UNIX, Databases, and Network, delivering infrastructure services within the bank's defined SLAs.
- Successfully reduced system outages by 15% year on year, improving service delivery.
- Identified and closed IT operational risks, ensuring compliance with IT guidelines, standards, and frameworks issued by the Monetary Authority of Singapore and Bank Negara Malaysia, leading to the successful completion of all regulatory audits.
- Participated in major projects, including the design of AS/400 infrastructure to support the Data Center hub for the bank.

### **Vandacom (Malaysia) SDN BHD**

Project Manager | 2003 - 2014

- Managed a team providing consultancies on IT services and solutions, specializing in the AS/400 platform, to clients.
- Focused on the deployment of disaster recovery solutions that allowed real-time replication for AS400 in financial institutions, including Commercial and Investment Banks.
- Led a team of engineers in system implementation and integration.

## **Kuala Lumpur City Securities Sdn Bhd**

IT Manager | 2001 - 2003

- Focused on delivering IT infrastructure and Data Center capabilities for the company, which had branches in multiple states.
- Supported the company's aggressive expansion of business operations to other states in Malaysia and new business to support Merrill Lynch transactions in Malaysia by planning and executing the necessary IT infrastructure capabilities.
- Responsible for ISO quality recertification for the IT department

## **TA Enterprise Bhd**

Various Positions in IT Department | 1993-2001

1997-2001 - IT Manager Networking, System and Security Administration and Data Center

1997-1998 - Manager, IT Operation

1995-1997 - Assistant Manager, Technical Support and Communication Department

1994-1995 - Senior Officer

1993-1994 - Officer

Started IT career in this organization as IT Officer and moved up the corporate ladder. Major achievements include manage numerous AS400 system upgrade, Data Center relocation, and implementation of a new trading system Broker Frontend System replacing obsoleted SCORE system.

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## **PROFESSIONAL COURSES**

- Experience IT Project Management with Certified IT Project Manager by Institute of System Science, National University of Singapore
- Certified ITIL Practitioner by Examination Institute for Information Science
- IBM Certified Specialist iSeries Administration and Technical Solution
- Microsoft MSCA/MCSE Certified
- Microsoft Certified Professional
- The OCBC New Manager's Program
- The OCBC Managers As Leaders Program
- Managing By Project
- Crucial Conversation
- iSeries iASP Setup Training in IBM Rochester, USA
- Staff Coaching

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## **EDUCATION**

**2001 | MGSM, UPM**

Master Degree - Business Studies/Administration/Management

**1993 | Kolej Tunku Abdul Rahman in conjunction with Campbell University**

Bachelor Degree - Computer Science