Swee Meng Kua

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Dear Sir / Madam,

For your kind info, I am a senior IT executive with 20 years of hand-on experience in diverse roles of regional and global levels, and a certified ITIL Expert ® who is competent in IT Service Management and Risk & Control. Please refer to my CV below.

Working Experience

VP - Head of Country Technology / Technology Site Manager –
Global Technology Infrastructure
JP Morgan Chase Bank Berhad, Malaysia

Jan 2020 – Present

Roles and Responsibilities

- Risk Management:
  i. Manage Country Technology risk profile, provide regular updates and reporting to the Location and Regional Risk Management Forum.
  ii. Represent Country Technology in discussion with regulators (BNM, Bursa/SC, LFSA), ensuring the compliance to regulatory requirements.
  iii. Provide overall responsibility, oversight, direction and leadership for business continuity and disaster recovery activities within Malaysia
- Service Delivery and Project: Manage Country Technology service delivery profiles, capture Line of Business (LOBs) growth demand, and prioritize project delivery to meet the LOB's requirements through regular reporting reviews and improvement programs.
- Financial: Manage Country Technology financial and assets, conduct regular reviews to ensure expenses are booked correctly and variances are captured and documented.
- People Management: Provide management oversight to Country Technology resources, ensure career development program for resources to grow and improve.

Leadership

- As the Head of Country Technology who plays a senior technology advisory role to the Board of Directors, Country Senior Management, Location Operation and Governance Committees
- Support legal, regulatory, and compliance requirements for LOBs in Malaysia
- Represent Country Technology for 3rd party service providers relationships management
- Bridge the Global/Regional Technology organization with Country Senior Management to align with Country Business Strategies and Global Technology Visions.

Achievements

- Completed the Gap Remediation program to comply with BNM Risk Management in Technology (RMiT) regulatory requirements according to the timelines committed to BNM
- Led Malaysia Technology Audit 2020 and achieved "Satisfactory" rating with no major audit finding and issue

Technology Service Manager – Retail Banking, Digital Channels   Mar 2015 – Jan 2020
Standard Chartered Global Business Service, Malaysia

Roles and Responsibilities
- Manage the life cycle of mission critical online banking, mobile banking and other digital channels IT services for customers in 28 Asia and Africa countries
- Deliver stable and robust technology for digitalization solutions to meet business needs via IT Service Management, Voice of Customers, Continual Improvement and SRE (System Reliability Engineering) initiatives
- Comply with all rules & regulations and organization policies, effective identification, management and mitigation of risks affecting all components of Service Portfolio
- Ensure the business stakeholders satisfaction through effective communication, regular service review and continuous improvement of IT services that meet all defined SLA

Leadership
- Drive new services based on the Service Management roadmap, align with the organization strategies and directions
- Lead SRE initiatives to enhance customer experience for key customer journeys of Digital Channels
- Motivate high levels of engagement and performance amongst team members and develop their capability to meet the organization needs

Achievements
- Initiated and drove Service Improvement Plan (SIP) to improve Instant Interbank Fund Transfer (IBFT) service quality for major markets in Malaysia, India and Singapore
- Drove SLA negotiation with business stakeholders and renewed SLA in timely manner.
- Led the resolution of major incidents that affected digital channels IT services and drove the root cause analysis (RCA) to ensure no reoccurrence of these incidents and reduced incidents that caused by change implementation significantly
- Led SLO (Service Level Objective) initiative that is an improved measurement of service level received by customers vs. conventional service availability, and incorporated SRE observability concepts and best practices in the initiative

Technical Analyst - Application Services   Jun 2011 – Mar 2015
GlaxoSmithKline (GSK) Business Service Centre, Malaysia

Roles and Responsibilities
- Manage and provide technical support to global applications based on ITIL framework and perform Computer System Validation (CSV) to meet pharmaceutical regulations:
  i.   Incident, Problem and Change Management – Lead an offshore team in India, oversee the incident resolution, root cause analysis (RCA) and changes/releases to production environments to meet the standard and quality requirements, and act as a technical escalation point along the workflow
  ii. Knowledge Management – Design KM workflow to ensure crucial knowledge are documented and retained in the controlled manners
  iii. Stakeholders Engagement – Regular discussion with stakeholders for continuous improvement agenda by providing input from technical and operation perspectives
- Project Management – Technical Lead for the application Tech Refresh project to upgrade applications and hosting platform, and perform Computer System Validation (CSV) to meet regulated requirements

Leaderships
- Lead a group of GSK technical analysts in Malaysia and Poland, and an offshore team in India for technical support around UK and US time zones. Provide guidance, trainings, knowledge transfer and on-going technical consultation to them
- Act as Service Level Manager's delegate during emergencies. Oversee the operation and support related activities, respond to ad-hoc requirements from the business
- Contribute in local activities in BSC KL which are out of my functional responsibilities
  i. Act as single focal point for Wave1 BSC KL – AP Finance function migration, worked with AP Leadership Team to ensure smoothly migration without business disruption
  ii. Coordinated few team building events that involved 30+ team members

Achievements –
- Led in smooth service transition activities of global applications, which run on different platforms and technologies
- On-boarded new technical analysts in Malaysia, Poland and an offshore team in India to support new support model, established team operation processes
- Initiated and delivered a CSI to improve the efficiency of data correction change process, by reducing the end-to-end turn-around time and simplified the documentation requirements

Messaging & Collaboration (M&C) Team Lead - IT Department ExxonMobil Business Service Centre, Malaysia	Mar 2004 – May 2011

Roles and Responsibilities
- Managed and administrated Enterprise Messaging & Collaboration (M&C) infrastructure of 350+ IBM Domino Servers globally on 'Follow the Sun' support model in Oil and Gas MNC
  i. Managed M&C related incidents and problems by adhering to a very strict SLA availability requirements and communication processes
  ii. Provided odd hours support on emergency incidents and 24*2 single point of escalation during weekends
  iii. Coordinated changes/releases with vendors, engineering teams, local operations and service desk to ensure minimum business disruptions
- Coordinated Security & Controls (S&C) related activities, e.g. system access review, unit internal assessment, internal audit, security incidents investigation and other issues to comply with corporate policies
- Coordinated annual BCP and DR activities in the remote DR site for 100+ call center agents

Leaderships
- Led a team of 12 analysts across three time zones in US, Brazil and Malaysia to provide around the clock support to mission critical M&C infrastructure
- Planned resources and operation coverage, responsible for managing team knowledge and skill sets collectively
- Represented M&C operation team in Global Major Incident weekly meeting to explain incident detail, root cause analysis (RCA) and preventive action plans

Achievements
- Reduced the number of major business impact incidents globally to less than 50 and improved service availabilities to the business
- Upgraded 350+ IBM Domino Servers globally to Release 7, and deployed global Blackberry Enterprise Servers and Sametimes eMeeting Servers without major business disruption

System Administrator - I. Solutions, Core Infrastructure   **Jul 2001- Feb 2004**
EDS International (S) Pvt. Ltd, Singapore

Roles and Responsibilities
- Maintained and administrated customer's office IT infrastructure across AP region:
  i. Supported Office Automation (OA) Solution - AP regional offices messaging, LAN, security and antivirus, data backup & restore
  ii. Provided 2nd level support to local administrators in AP regional offices and 24*7 support on emergency incidents, and coordinated changes/releases with customers, vendors and local administrators in AP regional offices
- Compilation of project, system documentation and monthly metric reports

LAN Administrator - MIS Team, IT Division   **Jul1999 – Jul 2001**
Dataone (Asia) Pvt. Ltd, Singapore

Roles and Responsibilities
- Administrated the company IT infrastructure: Messaging system, File & Print servers, Fax server, Backup & Restores, and provided onsite desktop support to 100+ office users
- Managed software licensing and hardware inventories, performed new products evaluation, and documented internal systems configurations

Tertiary Education

1997 - 1998	Master of Science (MSc in Electronics) with Distinction The Queen's University of Belfast, Northern Ireland, UK
1994 - 1997	Diploma in Technology (Electronics Engineering) with Distinction Tunku Abdul Rahman (TAR) College, Kuala Lumpur, Malaysia

Professional Certification

2017	ITIL Expert ® – Managing Across the Lifecycle
2012 – 2014	ITIL Intermediate – Full Service Lifecycle (5 Modules) Service Strategy – Design – Transition – Operation - Continual Service Improvement
2011	ITIL – IT Service Management Foundation (V3)
2008	Toast-Master International – Competence Communicator (CC)
2007	ITIL – IT Service Management Foundation (V2)
2003	Microsoft Certified Professional (MCP) - Administrating Windows 2000

	Server & Network Infrastructure
2001	Certified Lotus Professional (CLP) - System Administration
1994 - 1997	The Engineering Council Examination (U.K.) - Part I and II *The academic requirements for registration in the UK as a Chartered Engineer*

Technical Knowledge

Sparta Product	TrackWise (Workflow Platform)
IBM Product	Domino Enterprise Server, Sametime Instant Messaging & eMeeting Server, Blackberry Enterprise Server (BES)
Microsoft Product	Windows Server and Exchange Server Administration
Backup & Restore	Computer Associate - ARCserve, Veritas - Backup Exec, NetBackup
Antivirus	McAfee - NetShield , Trend Micro - InterScan Virus Wall Email Gateway

It is about having the **right people** in the **right position** at the **right time**. I have well equipped myself with the essential experience, knowledge and skill sets for this role.
I do believe in **Synergy**.
Let's have a talk, we shall able to **achieve great things together**.

Thank you