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Profile:

➢ **17 years of IT experience** with exposure to multiple roles including **Technology Auditor**, IT technical subject matter expert and non-technical role.

➢ IT practitioner turned **Technology Auditor** with solid understanding of **IT audit methodology**.

➢ **ITIL V3 Foundation** Certified.

➢ **ITIL Intermediate Certified** - Service Operation (SO).

➢ Familiar with Security standards and financial institution's regulatory requirements (**RMIT, PayNet, MCIPD and MAS**).

➢ **Lead end-to-end audit** reviews covering **Cloud Services, Cyber Security, Infrastructure Services, Disaster Recovery, ISMS, application and project audit**

➢ **Guide** and assist junior auditors on audit assignments.

➢ **Solid experience in auditing IT controls** across banking eco-systems with strong knowledge of application controls, Cyber security, systems resilience, Operating System, databases, identity and access management.

➢ Well versed in the technical security controls for the following areas: Data Leakage Prevention **(DLP)**, Identity Access Management **(IAM)**, **SIEM** monitoring and Endpoint Detection and Response **(EDR)**

➢ Executing **high quality, risk-focused assurance** work which provides management with powerful insights and recommendations for improving the control environment in line with organization strategic objectives.

➢ **Providing independent, objective assurance** to the Board Audit Committee regarding the adequacy and effectiveness of the risk management and control frameworks.

➢ **Continuously seeking ways** to execute audits efficiently without negatively impacting audit coverage/quality.

➢ **Assess the effectiveness of controls** in information systems and related procedures to ensure compliance with policies, procedures and standards.

➢ Ensure the **confidentiality, integrity and availability** of information assets.

➢ Build **strong audit relationships** with key IT management via regular interaction.

➢ Good understanding of **ITIL process** (Incident, Problem, Change and Service request).

➢ Subject matter **expertise in database** related technology.

➢ **Experience in leading** operation team and short term ad-hoc projects.

➢ **Setup operation team** from beginning to the end and ensure the team is stabilize with all the processes are in placed and been adhered.

➢ **Identify and Involved in continuous service improvement** to optimize current processes by identifying ways to improve current way of working and increase productivity within the team.

Education:

B.Sc (Hons) in Computer Science   De Montfort University, Leicester, England

Certifications:

ITIL Foundation Certified v3
ITIL Service Operation Certified
IBM Enterprise Design Thinking Practitioner
IBM Enterprise Design Thinking Co-Creator
Oracle Certified Professional (OCP - 10g)
Oracle Certified Associate (OCA - 10g)
Brainbench Certified   - Oracle 9i Administration
APTECH Certified Computer Professional (ACCP)

Training:

Advance IT Audit - August 2020
Oracle Performance tuning By Oracle Corporation – December 2007
Change Management Leadership Training – July 2010

Professional Experience:

Payment Networks (PayNet)	**September 2022 – Current**

Technology Auditor, Manager
Responsibilities:

- Lead and manage team of auditors on assignment basis.
- Perform audit planning, fieldwork, reporting and follow up on audit findings for timely completion based on agreed management action.
- Conduct audit review for Cloud, Cyber Security, Infrastructure Services, Disaster Recovery, application, ISMS and project audit.
- Define the audit scope based on the audit plan that has been approved.
- Guide and assist junior auditors on audit assignments.
- Developed audit work program for IT audit assignment.
- Validate controls design adequacy and perform control effectiveness testing for the audit areas.
- Preform Compliance review validation.
- Involved in ad-hoc audits as and when required.

CIMB Bank Berhad	**September 2019 – August 2022**

Technology Auditor, AVP
Responsibilities:

- Lead, plan and scoping of audit assignments based on risk exposure.
- Conduct audit reviews covering Cyber security, Digital Banking, compliance, Infrastructure Services and in-sourcing.
- Manage, execute and complete the assigned IT audit assignments within reasonable cost that assure management and the Board on the adequacy, integrity and effectiveness of the banking systems.
- Interview appropriate personnel and conduct preliminary assessment of audit areas to understand the risk and control environment.
- Test key controls by gathering relevant audit evidence and documenting the test plans and results .
- Validate controls design adequacy and operating effectiveness testing for the audit areas.
- Participate in the timely execution of IT audits within agreed time frame.
- Develop internal relationships within Group Internal Audit team to enable effective knowledge and resource sharing.
- Prepare audit reports in accordance with quality assurance review requirements
- Follow up on outstanding audit issues and monitor timely completion of agreed remedial actions by the management.
- Analyses and identify key risks and develop appropriate audit work programs.

IBM Malaysia	**November 2014 - April 2019**

Database Administrator
Responsibilities:

- Lead in service out-sourcing/in-sourcing of applications to a different vendors and ensure all documents and knowledge transfer are been tracked and completed within the agreed time line.
- Responsible and ensure the IT services are delivered within the agreed service level agreement.
- Work with functional managers and the team sponsor to obtain necessary resources to support the team's requirements
- Assists management with hiring processes and new team member training

➢ Conduct and lead Root Cause Analysis(RCA) for major incidents and develop implementation plan to avoid recurrence.
➢ Create and implement standard ITIL Incident,Major Incident and Service Request process.
➢ Responsible for day to day operation and process improvement for IBM clients.
➢ Ensure all Incidents and problem management process are been tracked and meet the agreed time line between IBM and customers.
➢ Ensure all changes follow the ITIL process and been presented to the CAB meeting.
➢ Trained no-technical (Service Availability Manager,Project Managers, Account Executives) employees on database technology.

Technical Responsibilities:
➢ Ensure database availability within the agreed SLA.
➢ Follow best practices and adopt ITIL processes when resolving issues and implementing changes.
➢ Implement service improvement on the current landscape of database.
➢ Implement Oracle Database RAC and exadata.
➢ Provide recommendation and solution on issues related to Oracle database infrastructure.
➢ Automate/develop and setup database monitoring using shell scripts with email notification.
➢ Automate standard changes to reduce human error and to optimize database resources.
➢ ProvideL3 production support incidents, incident resolution and service requests to SLA
➢ Update and maintain system documentation for the purpose of recovery and issue resolution
➢ Installation, configuration and upgrading oracle databases.
➢ Establish and maintain sound backup and recovery policies and procedures.
➢ Implement and maintain database security (create and maintain users and roles, assign privileges)
➢ Maintain proper documentation for future usage of other team members.
➢ Identify and provide recommendation for Oracle database improvement plan.

RP International Resources, Malaysia - Contract Position
Project: CISCO Malaysia Managed Services

Oracle Database Administrator   **January 2014 – October 2014**
Responsibilities:
➢ Responsible for formulating and implementing database administration policies and procedures.
➢ Responsible for installation, maintenance and technical support for all databases.
➢ Responsible for the administration and day-to-day operations to ensure maximum uptime.
➢ Identify and provide recommendation for database improvement plan.
➢ Configure Oracle Data Guard High Availability on AIX and windows environment.
➢ Maintain database integrity and ensure access is secured according to Oracle best practices.
➢ Provide DBA assessment of Incident and Change records and implement standard change of resolving common database request/issues.
➢ Perform oracle database patch on periodically basis.
➢ To prepare and maintain database configuration documentations
➢ Perform database backup and recovery.
➢ Automate/develop and setup database monitoring using shell scripts with email notification.
➢ Assist the development team and provide input related to databases.

British Telecom (BT Technology) - Contract Position
Oracle Database Administrator   April 2013 – December 2013

Responsibilities:

➢ Responsible for formulating and implementing database administration policies and procedures.
➢ Responsible for installation, maintenance and technical support for all databases.
➢ Responsible for the administration and day-to-day operations to ensure maximum uptime.
➢ Install Oracle RAC and Data Guard.
➢ Install and setup Oracle databases on AIX machine.
➢ Perform database performance tuning and SQL tuning.
➢ Develop database backup strategy
➢ Perform automation related to database jobs
➢ Assist the project team and provide input related to oracle database.

GlaxoSmithKline, GSK
Technical Analyst   July 2011 – March 2013

Responsibilities:
➢ Assist the project team and provide input related to oracle database.
➢ Provide L3 application support for GSK supply chain.
➢ Develop PL/SQL programs for bath processing.
➢ Look into problem management issues related to supply chain.
➢ Develop policies and procedures.

Steelcase Office Solutions, Global Shared Service   January 2008 – June 2011
Team Leader, Senior Oracle Database Administrator

Responsibilities:
➢ Team Leader of the database team.
➢ Mentor junior DBA on their daily task.
➢ Monitor unassigned tickets in the queue and assigned them to the appropriate resources.
➢ Take lead of planning, managing and implementing Oracle projects for Steelcase that have been approved.
➢ Provide timely resolution to all Database related Service requests.
➢ Document and provide work instructions and procedures for database management and operational tasks.
➢ Work with other teams, coordinating efforts, to ensure timely completion of tasks.
➢ Provide status update to management personnel on database related issues.
➢ Designed and implemented Oracle database according to best practice to Steelcase environment.
➢ Prepare procedure documentation for Steelcase projects before handing over the task
  to the operation and support team (Offshore team).
➢ Guided, assisted and giving suggestion to offshore team concerning to production issues.
➢ Discuss with DBA team in the US and come up with proper solution on issues regarding to Steelcase database.
➢ Prepare POV's (Point of View) document to convince team members in implementing new functions or project that will help to improve and enhance the current database system in Steelcase environment.
➢ Administer Oracle 9i and 10g database in HP-UNIX environment.
➢ Setup new Oracle instances for SAP application.
➢ Coordinate with offshore team on day to day basis on database administration task.
➢ Look over the entire development, quality assurance and production databases
➢ Perform Oracle upgrades and apply Oracle latest patch.
➢ Perform database refresh from production to development environment.

- Design, implement and perform database backup using RMAN.
- Perform RMAN recovery every quarterly to validate the recovery process.
- Developed the process to automate AWR report using k-shell.
- Setting up oracle monitoring scripts for oracle database using shell scripting.
- Involved in database object creation such as tables, synonyms, triggers, indexes etc.
- Monitor any alerts from oracle database and follow up with the issue with proper resolution.

Carpathia Hosting, Megasoft USA - Contract Position   **October 2006 – November 2007**
Database Administrator

Responsibilities:
- Looked after the entire production and development database.
- Setup, Installed and configured oracle 9i and 10g on Solaris 8.0 and Solaris 10.
- Managed and performed data migration for Oracle database (750 GB of data).
- Responsible and performed database migration from oracle 9i to 10g.
- Setup and configured data guard/standby database for production database.
- Responsible for database backup and recovery using RMAN.
- Performed Oracle upgrades and apply patches
- Provide incident report for management reporting.
- Installation, creation of various instances, and creation of tables, granting roles to users and maintain the security according to application.
- Involved in solving and troubleshoot day to day production issues as well as regular application release work.
- Perform database tuning to make sure database performance is at optimum level
- Perform table partitioning for large tables and archive obsolete data.
- Writing shell scripts (Korn Shell) to monitor oracle database activities on Solaris platform
- Setup-up and administer Materialized view replication for production database.
- Monitoring database activity for specific client performance issues.
- Worked with Oracle via Metalink on identifying the issues and fixing them.
- Coordinate and work with system administrator and storage team in their tasks to keep the databases up and running and plan for projects which involves hardware or system level changes.
- Responsible for daily data feeds in the production reporting database using batch jobs written in K-Shell and Oracle PL/SQL.
- Assist and advice developers during object creation.

CSLucas Private Ltd, Malaysia   **February 2006 - September 2006**
Developer

Responsibilities:
- Loading flat files into Oracle database using SQL loader.
- Moving data from one instance to another instance using export/import method.
- Creating database triggers, stored procedures & functions.
- Writing scripts (Korn Shell) for database monitoring.
- Developed Application programs using SQL Procedures, Functions and Database Triggers
- Developed a program to create dummy data in C language on UNIX platform.
- Performed upgrade of existed financial application and implemented new features.
- Involved in web based application development using Java, JavaScript, JSP and HTML.