

A distinguished IT Manager with expertise with diverse range of IT services in Telecommunication industry. Demonstrated success in managing a team of IT delivery lead and developers in driving business innovation and growth. Solid management skills, capable of leading and motivating individuals, while forming cohesive team environment. Exceptional communicator, fast learner, and focused on building strong stakeholders relationships. Has strong passion in delivering digital services and innovation. Founder of a startup business with the concept of “UBER” for everything.

Qualification Highlights

- Strategic Roadmap Planning
- Ideation & Validation
- End-to-End Solutions
- Service Design Thinking
- Project Management
- Solution ROI & Business Cases
- Budget Management
- Vendor & Stakeholder Management
- Group project alignment
- Concept Feasibility Assessment
- Team Building & Development
- Team Performance Management
- Resources Optimization & Planning
- Demand Management
- Executive Management

IT Manager (2013 – till now) in many various domain areas demonstrated strong leadership skills

- Value-Added Services
- Mobile Application
- Payment Services
- Lead & Order Management
- Commission Management
- Distribution Supply Management
- ERP & Financial Management
- Contract Center Management
- Revenue & Fraud Management
- Credit Risk Management
- IFRS15 Account Recognition

Professional History

Digi Telecommunication Sdn. Bhd.

Head of Financial Management	2016 - Present
Head of Distribution & Lead Management	2016
Head of Distribution & Contract Centre	2015
Head of Value-Added Platform	2013 - 2014
Associate Principal, VAS	2010 – 2013
Senior, Service Planning	2008 – 2010
Associate, Service Planning	2005 - 2008

Progressively promoted based on technical and leadership results. Drive team towards the same goal and deliver results. Demonstrate strong problem solving skill and stakeholder management.

Education & Certifications

Bachelor of Degree (Hons) Electronic Engineering majoring in Telecommunications, MMU University, 2000 – 2005

Certified PMP, Project Management Professional

Certified Professional Requirements Engineering (CPRE)

Foundation in ITIL

Android Mobile Programming Beginner course, Udacity

INSEAD digital leadership certification

Reference Contact
1. Name: Reynels Lee Sze Koon Contact: 012-2679916 Relationship: Ex-Manager