LEE CHING SIEN

Contact Information

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Achievements & Awards

2017

- Certified Scrum Master

2014

- Invited to be involved in Regional Retail SME Center of Excellence (CoE) for Philippines, Cambodia, Laos

Profile Summary

- Experienced and dedicated Business Analyst in ASEAN Banking Industry, focusing on retail SME products, credit risk management and retail loan processes.
- Has more than 11 years of working experience in a multitude of banking areas, ranging from loan origination, underwriting, customer due diligence, credit risk management, exposure policy, re-engineering process, MIS, system implementation, system integration, testing, training and application support.
- Has great passion in latest banking and technology trends, and possesses strong combination of both business and technical in a solution
- Also, good at visualizing and putting all puzzles together into one holistic picture.

Work Experience

Senior Consultant	**Sept 2018 – Present**
Capco	
AVP, IT Business Analyst	**Oct 2017 – Jul 2018**
Cagamas	
Senior Consultant	**Jun 2016 – Oct 2017**
Capco	
Senior Business Analyst, CoE	**Jul 2014 – Jun 2016**
Maybank Berhad	
Senior Business Analyst, SME Banking	**Sept 2012 – Jul 2014**
Maybank Berhad	
Senior System Analyst	**Jun 2009 – Aug 2012**
Infopro Sdn Bhd	

Skills

Banking

SME Banking
Credit Risk Mngnt.
Collateral Mngnt.
E-banking
Payment settlement
Contact Center
Dispute Handling
Core Banking
MIS
Process Re-eng.
Risk Mngnt.

Business Analyst

Requirement Gathering
- Interview
- Document
- Workshop

Requirement Analysis
- SIPOC
- Fish bone
- Process Flow (As Is vs To Be)
- Tools & enablers

Requirement Validation & Documentation
- Business/User Requirement
- Func. & Non-Func Requirement
- Requirement Traceability

Testing
- Test plan
- Test scripts
- Execution & defect monitoring

Communication
Training
User Support & Documentation

Project Mngnt

Scrum Master
Proj. Kick off
Scoping
Working Grp. Mtg.
PSC status update
Gaps follow up
Timeline
Budget and cost
Proj. Resource
Proj. Impl. Review
Change Request

Technical

Java swing and J2EE
SQL
Excel Macro/VBA
Web development (HTML, CSS, javascript, jQuery)
IBM ReqPro
XML
Visio

Language

English
Malay
Mandarin
Cantonese

Education

Bachelor Science in Software Engineering

University Malaysia Sarawak, Kota Samarahan 2006-2009
CGPA: 3.71 (1st class)
Dean list for all semesters.

Sijil Pelajaran Malaysia (SPM)

SMK Seri Intan, Ipoh 2003
Result : 8A, 2B

HSBC Berhad
Kuala Lumpur, Malaysia
"MYH Digital Account Opening
Nov 2018 to Present

Cagamas Berhad
Kuala Lumpur, Malaysia
"Loan Administration System"
Oct 2017 to Jul 2018

Cagamas Berhad
Kuala Lumpur, Malaysia
"Penetration Test Project"
Dec 2017 to Feb 2018

HSBC Berhad
Kuala Lumpur, Malaysia
"MYH Staff Front End"
May 2017 to Aug 2018

HSBC Berhad
Kuala Lumpur, Malaysia
"MYH JOMPAY via ATM"
Nov 2016 to Apr 2017

HSBC Berhad
Kuala Lumpur, Malaysia
"MYH FPX B2C Model via eBanking"
Nov 2016 to Apr 2017

HSBC Berhad
Kuala Lumpur, Malaysia

Experiences

- Focusing on Change & Implementation for Malaysia straight through processing of online account opening project.
- This is run on agile methodology that is involving branches, various customer channels, back office and risk and compliance teams in process flow
- Working collaboratively with regional BAs, Product Owners, Development teams from multiple countries (Canada, HK, India, UK)

- IT & Biz PM cum BA for 3 phases of Loan Administration System for secondary market business model that integrate with SUNGL and treasury system.
- Facilitate all project groups meetings, monitor all progress, CR and status reporting.
- Close all gaps found during all phases from SIT till Production Support with vendors like Deloitte and Oracle.
- Helpdesk framework designed under this project.

Assistant to Head of IT on memorandum preparation and vendor evaluation and negotiation

- Agile BA for implementing 64 branches front end system and support for contact center front end system.
- Presented High Level 'As Is' and 'To Be' system and functionality diagram.
- Worked with dedicated offshore India system analysts and branch stakeholders on completion of Business Requirement Document, Test Plan & Test scripts.

- BA for regulatory payment related project: JomPAY via ATM for credit card and debit card.
- Completed and obtained all necessary sign off from all stakeholders.
- Product launched as per schedule.

- BA for regulatory payment related project: Integration with FPX via internet banking
- Completed all sign off requirement and testing from various parties such as finance, tax & payment stakeholders
- Closed all gaps with external party and cross-cultural IT teams (India, HK, China)
- Delivered some manual procedures such as payment procedure, dispute procedure and reconciliation procedure by working with Payment Operation Team and Helpdesk team

"MYH Intelligent Sales and Service Transformation Phase 2 & Phase 3" Jun 2016 to Nov 2016	- Developed reconciliation tool - FPX product launched as per schedule - Implementation of Global Solution: Campaign Management tool with integration to multi channels such as email/SMS/Outbound Contact Centre - Worked across multiple time zones (Malaysia, HK, China, India and UK) - Reviewed Architecture of business analytic tools for campaign automation via multiple channels for compliance purpose - Involved data mapping for event triggering rules - Capturing customer online behavior via bank portal and internet banking to analyze and provide personalize product offering - Delivered all necessary documents such as postproduction support, refined process flow, templates - Assist to conduct PM activity by updating project and cost status and consolidating the deck for Steering Committee Meeting
Maybank Berhad Kuala Lumpur, Malaysia *"SME Risk Management BAU"* Sept 2012 to Jun 2016	
Maybank Berhad Kuala Lumpur, Malaysia *"Regional RSME ASEAN"* Jul 2014 to Jun 2016	- Asist head of unit to support and respond credit risk policy relevant inquiries from branch and other functional units - Prepare enterprise risk dashboard - Support limit booking activities - Ensure relevant credit policies to be automated in system and embedded in process - Senior BA for Regional RSME Center of Excellent (CoE) - Setup RSME business segment in the following countries: - Philippines - Cambodia - Laos - Provided support for RSME Singapore and Indonesia in reporting and business document areas - Involved in creating of scorecard matrix at the initial phase for Philippines and Cambodia - Re-engineer the process flow by establish "As Is" and propose "To Be" process flow (included Authority Limit) - Developed tools and enablers to be used during origination processing (Credit status check, appraisal checklist, credit evaluation tools) - Create tools with macro automation (origination to approval tracker, renewal tracker, NPL classification tracker) - Resolved in-country collection problem via IT enhancement - Exploring in-country IT roadmap via interview and inspection - Dealt with in-country CEO and Head of group CFS - Provided updates during regional committee meeting and analysis on in-country performance - Prepared relevant risk dashboard - Involved in in-country crewing methodology - Provided in-country training and application user manual
Maybank Berhad Kuala Lumpur, Malaysia *"web MEAA Enhancements Phase 1 & 2 & CRs"* Sept 2012 to Nov 2014	

InfoPro Sdn Bhd
Selangor, Malaysia
"PHP PNB LOS"
"MYH SME LOS"
"SG RHB LOS Upgrade"
"MYH Bank Islam LOS"
"MYH BSN LOS"
Jun 2009 to Aug 2012

- BA for implementing the following key areas: -
    - o Integration between LOS and Exposure Limit System
    - o Integration between LOS and Collateral Management System
    - o Integration between LOS and Legal Documentation System
    - o Credit Scoring Implementation
    - o Others such as lead tracking system, customer info, credit info & core banking
- Delivered all business and functional requirement specifications
- Performed data clean up
- Conducted training to branch users
- Delivered all sort of materials such as FAQ, SOP, communication, common errors learning materials, report and analysis
- Implementation of all credit related CRs
- Provided postproduction support, validation and project review implementation

- Agile SA & Java developer for following modules: -
    - o loan origination system (LOS),
    - o debt collection system (DCS),
    - o credit module (disbursement, repayment, reschedule, redemption),
    - o Customer Information File (CIF),
    - o Core Banking System (CBS)
- Performed R&D and presales activities for all modules in different countries.
- Collaborated with stakeholders for system analysis and coding development
- Presented requirement & modeling design with following tool
    - o UML diagram
    - o Prototype and screen design by using Microsoft VISIO tool
    - o ERD
    - o IBM ReqPro for Requirement traceability
- Ensure CMMI compliance

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