

name : **Ng Kim Soon**
date of birth : 2 Apr 1973
address : 85, Jalan Saga SD 8/3
Bandar Sri Damansara
52200 Kuala Lumpur
mobile : +6017-966 2886
email : ksngdavid@hotmail.com

Objective

To further my career with a growth-oriented firm that will allow me to facilitate continuous learning, in order to realize self-potential and development in the interest of the organization by virtue of positive attitude, knowledge and relevant skills, in the areas of Information Technology.

Professional summary

A self-motivated professional with strong interpersonal skills, mindset, and the drive and passion for knowledge and hands on experience in working with multi-disciplinary teams. With over 20 years of IT experience including exposures in the areas of IT Incident & Problem Management, LAN and WAN, telecommunication services, IP telephony, system architecture, office automation, software and security management tool and ITIL practices. Capable in supporting large user groups at corporate headquarters as well as multiple remote locations. Proven ability to support the organization's business objectives and successfully manage from the needs analysis and requirements to implementation.

Keywords

Incident Management, Problem Management, Change Management, ITIL, Disaster Recovery, Helpdesk Operations, Software Management, Endpoint Security / Protection, LAN / WAN, Structured Cabling Management, Budgeting / Cost Control, Hardware / Software Purchasing, Licensing Management, Network Security, Computer Telephony, Document Management System, Workflow System, IT Facilities planning and supervision.

Work experiences

<i>Company</i>	FWD Technology and Innovation Malaysia Sdn. Bhd.	
<i>Position</i>	Assistant Manager, IT Incident and Problem Management	May 2021 – Present
<i>Description</i>	Primarily management of IT Incidents and Problem Management across FWD Insurance regional Business Units / Countries. Responsibilities include the effective training of ITSM processes and rollout and streamline of ITSM tool, <i>ServiceNow</i> . Introduced the guidelines and awareness ensuring timely notification, escalation and service restoration. Perform root cause analysis of incidents, identify service areas that can be improved upon and permanent fixes implementation. Drives the respective reporting procedures including Incident and RCA reports, major incidents analysis and statistics, and continuous service improvements.	
	Highlights	<i>Taking lead in the implementation of ITSM processes and tool, minimizing the overall downtime and system outage. Drives the root cause analysis of incidents and identify service areas that can be improved upon, hence ensures the enduring elimination of interruptions and recurrences.</i>
<i>Company</i>	Solsisnet Sdn. Bhd.	
<i>Position</i>	Manager, Incident and Problem Management	Jan 2020 – May 2021
<i>Description</i>	Seconded to RHB Bank, focusing on the management of IT Incidents and Problem Management in parallel with the Bank's certified ITIL processes. Responsibilities include managing incidents to ensure timely escalation and service restoration. Perform root cause analysis of incidents, identify service areas that can be improved upon and permanent fixes implementation in driving IT and businesses resolutions to eliminate interruptions and recurrences. Carries out the respective reporting procedures.	
	Highlights	<i>Streamline and improved on the Bank's Post Mortem reports (RCA). Enhanced and introduced major incidents analysis and critical systems uptime/downtime in the process to reduce number of incidents.</i>

Company	<i>AmBank (M) Bhd.</i>	
Position	Manager, Incident and Problem Management	Aug 2013 – Jan 2020
Description	Part of Service Management, focusing on the management of IT Incidents and Problem Management processes throughout the organization in parallel with ITIL practices. Responsibilities include the effective implementation of the processes and carries out the respective reporting procedures. Perform analysis and derive ways to reduce number of incidents. Highlights <i>Active role in taking lead performing root cause analysis of incidents and identify service areas that can be improved upon, hence ensures the enduring elimination of interruptions and recurrences. Reduction in high severity incidents through diligent and disciplined monitoring, timely escalation and permanent fixes. As part of the IPC (Incident, Problem and Change) scope, aside from overseeing restoration of major IT incidents, also involved as one of the members in CAB (Change Advisory Board) to review change requests.</i>	
Position	Senior Executive, Workspace Management Service	Sep 2011 – Jul 2013
Description	Specialized in managing group-wide endpoint protection (Symantec Endpoint Protection). Responsibilities include the effective implementation of controls, measures and policies for endpoints. Involved in the setup and administer IBM Tivoli Endpoint Manager for deployment of application and O/S patches. Highlights <i>Managed group-wide endpoint protection achieving >94% latest virus definitions/patterns updated. Improved branches' network bandwidth availability during definition updates, hence evaded interruptions to branches' operations. Successfully implemented USB device enforcement in April 2012.</i>	
Company	<i>United Overseas Bank (M) Bhd.</i>	
Position	Assistant Vice President, Windows & Infra App	Jan 2011 – Sep 2011
Description	Focused on office automation and infrastructure deliveries. Responsibilities include administration of software management tool (CA Unicenter) and security management software (McAfee ePolicy Orchestrator Agent and McAfee Endpoint Protection), strategic planning and evaluating of cost effective hardware and support solutions. Highlights <i>Policy enforcement and assignment according to security standards and policies. Managed bank-wide IT hardware records and proper deployment of IT hardware and software.</i>	
Company	<i>PM Securities Sdn. Bhd.</i>	
Position	Head of IT Infrastructure	Nov 2009 – Jan 2011
Description	Senior IT Executive, IT Infrastructure & Facilities	Aug 2007 – Oct 2009
	Key person in providing support on administration and IT system hardware, software, network, communication, policies, implementation and IT facilities. Key evaluator in analysis and proposal on procurement/renewal of IT equipment and services. Highlights <ul style="list-style-type: none">• <i>Administrated and manage IT hardware and software records/database and ensure proper software licenses allocation.</i>• <i>Developed and created step-by-step installation and trouble-shooting documentations for IT references, improving efficiency and productivity, and redesigned the Standard Forms used in IT Department.</i>• <i>Co-ordinate and completed the replacements of HQ and branches' servers to Bursa Trade system in 2009.</i>• <i>Relocation and reorganization of HQ departments.</i>• <i>Managed and supervised the renovation of Melaka branch in terms of planning, infrastructure, procurements, setup, installations and testing. Completed in Nov 2009.</i>• <i>Project management and supervision for the renovation and relocation of Johor Bahru branch. Completed in March 2010.</i>• <i>Implement and setup DR facilities for Disaster Recovery Center.</i>• <i>Proven technical expertise and successful project initiatives resulted in promotion to Head of IT infrastructure in November 2009.</i>	

<i>Company</i>	<i>Self employed</i>	
<i>Position</i>	Self employed	Jun 2003 – Aug 2007
<i>Description</i>	Specialized in providing IT solutions and consultative support to customers/users. Identify and rectify IT related problems including installation, support and repair for home users and small businesses (PCs, printers, network connectivity, software glitches, user access/security and broadband internet access).	
	Highlights	
	<ul style="list-style-type: none">• <i>TA Securities Bhd.</i> <i>Installed Network Cables and patching (100 – 200 nodes)</i>• <i>Combat Enterprise Sdn. Bhd.</i><ul style="list-style-type: none">- <i>Designed and setup infrastructure and network LAN.</i>- <i>Installed and configured Network Cables (100 nodes) and Network Equipment (patch panel, face-plate, switches)</i>- <i>Installed and setup domain server and administer user rights and policies.</i>- <i>Recommend and assist in implementing Antivirus and Firewall.</i>	
<i>Company</i>	<i>TA Securities Bhd. / TA Enterprise Bhd.</i>	
<i>Position</i>	Senior IT Officer, Technical Support & Communications	Sep 1997 – May 2003
<i>Description</i>	Handles the overall functions and day to day support of systems and services, ensuring availability, reliability and minimizing interruptions. Evaluate business/users' requirements and conduct negotiations and proposals on purchases of equipment to heighten efficiency, productivity and decision making. Experienced in leading and managing the support teams of between 2 to 5 team members; Telecommunication (2 years+), Trading – Bursa Front End system (1 year+), Office Automation – Windows (1 year).	
	Highlights <i>Successfully improvised and programmed the PABX call routing, controls and voice announcements. Administrate and manage IT hardware and software records/database and ensure proper software licenses allocation.</i>	
<i>Position</i>	IT Officer, Technical Support & Communications	Jun 1995 – Sep 1997
<i>Description</i>	Provides technical support on networking supplies (patch panel, structured cabling, patching), and AS/400 support (setup terminals, printers, client access). Involved as one of the Novell administrators – creation of ids, access rights, configure users workstations.	
	Highlights <i>Involved intensively in Company re-location to new office building (1996) in terms of planning, workforce, installations and testing. Partake in the planning and implementation of Disaster Recovery Site (DRS).</i>	
<i>Company</i>	<i>Guocera Marketing Sdn. Bhd. (Hong Leong group)</i>	
<i>Position</i>	Programmer	Nov 1993 – Jun 1995
<i>Description</i>	Computer programming in PICK Basic	

Education

- 1993 **INFORMATICS COLLEGE, K.L.**
NCC Diploma
- 1990 **ST. JOHN'S INSTITUTION**
Sijil Pelajaran Malaysia (SPM)

Professional Certificates
- 2015 ITIL Foundation Certificate in IT Service Management

Certificate of Completion
- 2017 Kepner Tregoe Resolve (ITSM Problem & Incident Management)
- 2012 Symantec Endpoint Protection : Administration
- 2000 TCP/IP Networking
- 1996 Network & Internet Security
- 1995 Novell Netware Administration

Personal interests

Underwater adventures, a certified scuba diver.

References

Available upon request.