BILLION CHIANG PAK LAM

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PROFESSIONAL SUMMARY

Over 12 years' extensive experience in driving full spectrum IT system management towards futureproofing IT infrastructure as well as data centers operations. Well versed in the areas of IT infrastructure design, development, implementation and maintenance, budget management along with IT procurement and performance optimization. Known as a self-driven and resourceful professional with outstanding strategic thinking acumen as well as excellent interpersonal and negotiation skills. Strengths include:

IT System Management	Server Administration	Data Center Operations
IT Infrastructure Design	Budget Management	Performance Management
Application Deployment	IT Procurement	Network Optimization
Technical Support	System Migration	Team Management

CAREER HIGHLIGHTS

- Successfully deployed new Infrastructure via HCI strategy to virtualize all of the elements of conventional "hardware-defined" systems to enhance much needed agility for the company and optimized infrastructure costs culminated with savings of over RM10million.
- Spearheaded the planning and implementation of the Nokia Siemens Networks (NSN) Data Center relocation and disaster recovery site setup involving 1,200 virtual machines in line with set deadlines and scopes.
- Instrumental in requesting a loan storage unit from the principle for Proof-of-Concept to temporarily expand the storage space of a client's NAS storage pool leading to additional revenue.
- Successfully led comprehensive troubleshooting, root cause analysis and resolution of the DB performance issues.
- Self-developed a Powershell script and automated the task schedule to successfully sync multiple bidding server time.

PROFESSIONAL EXPERIENCE

Great Eastern Malaysia   Jan 2023 - now
Manager, IT Service Management
- Highly technical and hands-on in system support Service NOW, Service Desk Plus, VDI, Office 365, SharePoint, Email Security Appliance, Micrsoft Teams, Intune, Power Platform, AAD Connect and associated Microsoft Collaboration Services, provide the technical leadership for all operational and project activities within End User Computing services.
- Manage the operations and implementation of End User Computing and Service Management tools.
- Drive and deliver continual change to improve End User Experience.
- Plan the delivery in-line with the strategy and aligned to the EUS architecture and ensure the service is deployed as per the agreed design.

- Deliver the service-oriented architecture for the Desktop instrumentation, bridging the gap between technology and business requirements.
- Interface with project teams to provide infrastructure implementation guidance and provides subject matter expertise to assess and implement the EUC solution.
- participation in IT Service management processes and responsible for the complete life cycle management for all the EUC service offerings.
- Takes accountability in considering business and regulatory compliance risks and takes appropriate steps to mitigate the risks
- Work closely with cross-functional teams and businesses to identify opportunities to improve IT Workplace services.
- Highlights any potential concerns /risks and proactively shares best risk management practices

Omesti Berhad Nov 2017 – Sep 2022
IT Infrastructure Manager
- Drive the team in overseeing the IT infrastructure of the Federal Court of Malaysia, SSM, JPJ, PDRM and TM towards delivering robust and reliable services.
- Oversee servers monitoring, daily backups, hardware, system and process monitoring, IT asset management, software licensing, infrastructure improvement, change management along with disaster recovery.
- Lead the Installation of new servers, rebuild of existing servers, configure hardware, peripherals, services, settings, directories and storage as well as installation, configuration and deployment of various Nutanix solutions including Acropolis AHV, Prism Central, Data Protector and HYCU.
- Liaise with analysis programmer and developers on the troubleshooting, optimization and enhancement of various solutions.
- Spearhead project management, resource planning, financial management and control, risk management along with project communication and reporting.
- Establish effective business continuity action plans while providing infrastructure technical and knowledge support to the business.
- Implement storage solutions with enterprise storage platforms, administer the Sophos Enterprise Console and Active Directory, monitor the BigIP-F5 LTM load balance.
- Maintain and strengthen excellent working relationship with clients stakeholders.
- Share knowledge on high level distributed system architecture documentations, concepts, practices and procedures while maintaining and updating the infrastructure diagrams and documentation.
- Conducting disaster recovery tests on a regular basis throughout the year and incorporating them into all planned maintenance.

Hewlett-Packard (HP) Global Center May 2016 – Jan 2017
ITO GD MY - Wintel Project Engineer L3
- Led new system setup, capacity planning and design, hardware, software, OS and HP tools installation as well as upgrading.
- Carried out deployment of VMware virtual machines as well as migration to virtual servers while supporting cloud computing technology components.
- Performed design and implementation Support, testing and troubleshooting of Double-Take solutions.
- Conducted servers troubleshooting and issues escalations while providing comprehensive support within a 24x7 enterprise environment.

NTT MSC Sdn Bhd   Mar 2013 – Apr 2016
Technical Project Manager (DC/SI) (Nov 2015 – Apr 2016)
- Oversaw the planning, management and delivery of various IT system installation and implementation projects in achieving customer satisfactions.
- Engaged clients on project scoping and documentation while defining project deliverables, identifying resources as well as establishing reporting structures.
- Ensured smooth integration into existing systems and resources as well as documented all key procedures and processes.

IT Engineer Level 2 (Sep 2014 – Apr 2016)
- Provided L2 technical support encompassing clients' systems and networking infrastructure monitoring, troubleshooting along with maintenance in ensuring smooth operations.
- Monitored and ensured excellent availability of all data center server, network infrastructure and facilities in line with set SLAs.
- Performed configuration and maintenance of PC, Server, PABX and network infrastructure, troubleshooting and restoration of service malfunctions as well as maintenance of multisite network operations and applications.
- Managed assigned projects and program components to deliver services.
- Reviewed and enhanced existing policies, procedures as well as documentation for IT Out–Tasking workflow.
- Provided advice on technical specifications and proposals to the Technical Sales Department while ensuring swift response to Services Manager, Service Providers, customer and vendors enquiries.

Network Operation Centre Engineer (Mar 2013 – Aug 2014)
- Carried out scheduled system health checks, data back-up services, M & E equipment checking, cable management, network performance monitoring,
- Provided L1 support in troubleshooting and resolving all inbound incidents while escalating and following up on unresolved issues.
- Generated incident reports as well as maintained customer documentation and inventory lists.

💼 EARLY CAREER HISTORY _____

Network & System Engineer, Mandarin Oriental Hotel, Kuala Lumpur   Mar 2012 – Dec 2012
- Performed installation, configuration, administration and troubleshooting of an array of systems, smartphones, PCs as well as wireless devices while providing 24x7 standby support.
- Carried out incident management, server and network devices monitoring, network traffic shaping along with wireless network surveys while generating the weekly and monthly performance reports.

ITO Svc Delivery Cons I (Wintel L1), Hewlett-Packard (HP) Global Center   Nov 2011 – Feb 2012
- Provided 24x7 mission critical remote support including incident management, tickets logging and resolution along with escalation management activities towards achieving set SLAs targets.
- Maintained support documentation, knowledge databases, technical communities, mailing lists and other information resources for the team.

Field Service Technician, Computer Troubleshooter (M) Sdn Bhd   Jul 2009 – Sep 2009
- Carried out onsite software installation, laptop maintenance and networking as well as remote troubleshooting, computer formatting and data backup.

EDUCATION & TRAINING

Diploma in IT Support Technology, City of Sunderland College (2010)

AZ-900 (Microsoft Certified: Azure Fundamentals) (May 2021)
Dell EMC Unity Implementation and Administration, Centrepoint (2020)
AWS-SAA (AWS Certified Solutions Architect – Associate) (Apr 2019)
AWS Certified Solutions Architect from Iverson Associates Sdn Bhd, Centrepoint (2019)
PMP (Project Management Professional) (Jun 2016)
Project Management Professional, Hewlett Packard Enterprise (2016)
MCSA (Microsoft Certified Solutions Associate: Server 2012) (May 2014)
CCNA (Cisco Certified Network Associate) (Nov 2013)
NSBA (Network Security Basic Administration) (Nov 2013)
MCSA (Microsoft Certified Solutions Associate: Server 2008) (Oct 2013)
MCITP (Microsoft Certified IT Professional: Server 2008) (Oct 2013)
CDCP (Certified Data Centre Professional) (Oct 2013)
Network Security Basic Administration, BCM Action Sdn Bhd (2013)
Certified Data Centre Professional, Guidance View (2013)
MCSE (Microsoft Certified Systems Engineer: Server 2003) (Jun 2011)
MCSA (Microsoft Certified Systems Administrator: Server 2003) (Apr 2011)
MCP (Microsoft Certified Professional) (Mar 2011)
TIMS Program from IIHT Malaysia (2011)
MCTS (Microsoft Certified Technology Specialist: Vista & Exchange) (Jun 2010)

TOOLS

- **Switches:** Configuration & VLAN setup on Cisco catalyst 1900, 2950 series and 4506-E Core Switches, IBM SAN Switch, HP Procurve Core Switch & Ethernet Managed Switch, D-Link Router, TP-Link Switch, 3Com Switch, cable patching and network management, fortigate 1000D, Cisco Nexus 3064-X
- **Router:** Configuration & monitoring of Cisco 1841, 2600, 2800, 3550, 3560 series Routers
- **Application Software:** Microsoft Office 2007, Exchange Server 2007, Veritas Server, Citrix XenApp, BMC Remedy, BMC ITSM7 & 9, Appgate, Double-Take Availability, Sophos Antivirus, CA API Management 9.0, Service NOW, Service Desk Plus.
- **Routing Protocol:** (Static, Dynamic, OSPF, EIGRP, RIP), Routed Protocol (TCP/IP)
- **Services:** Implementation of DHCP, DNS, FTP, IIS on Windows Server 2003/2008
- **Operating System:** Windows 2000, Windows XP, Windows Vista, Windows 7, Windows 10, Windows Server 2003, 2008, 2012, 2016, 2019, Red Hat Enterprise Linux (RHEL 5,6,7,8), Cisco IOS software 12.x, Sun Solaris (10,11), Fedora Linux, Centos (4,5,6,7,8)
- **Cloud:** AWS S3/EC2/RDS/VPC, Microsoft Azure

- **Hardware:** Dell PowerEdge Servers, IDRAC, IBM TS4500 Tape Library, Big-IP F5 5050s Load Balancer, IBM V5000 San Storage, Dell EMC Unity 400 Storage, Nutanix NX-3175 G4, Nutanix NX-6035C, Gemalto Luna HSM A750, APC Smart-UPS SRT 10000, IBM X3580 M5, HP Proliant DL380 Gen9
- **Virtualization:** VMware ESXI (5,6,7), Microsoft Hyper-V, Nutanix HCI, Sangfor HCI, Azure HCI, VDI
- **High Availability:** Failover Cluster Manager, RHEL Cluster
- **Storage:** Dell EMC Unity 400, Dell EMC Data Domain, NAS, IBM San Storage V5000
- **Monitoring:** Nagios, PRTG, Dynatrace
- **Database:** MySQL, MSSQL
- **Backup:** Netbackup, Commvault Simpana 10
- **Security:** HTTPS, SSL, TLS, DPS, IPS, RSA, Cirtix, Cisco ESA/SMA,
- **Language:** English, Malay, Mandarin

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