



PROFILE

A Technology Professional with expertise in diverse range within information technology and communication industry settings. Demonstrated success in managing high performance, critical and mainstream technology solutions to meet rigorous business and project perimeters. Well-organised, result oriented individual with proven ability to implement innovative solutions, mission critical infrastructure, standards, procedures and processes that improve business functionality, while managing team dynamics in achieving the organization objectives

PERSONAL DETAILS

Nationality: Malaysian
Age: 46 years old
Gender: Female
Marital Status: Married
Language: Bahasa Malaysia & English

CONTACT

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Ts. JULIANA BINTI JOHARI

BUSINESS DIRECTOR MANAGED SECURITY SERVICES
(SECURE-X) & MANAGED NETWORK SERVICES
(PADU*NET) - HEITECH PADU BERHAD

WORK EXPERIENCE

HeiTech Padu Berhad

(HeiTech Managed Services Sdn Bhd)

Feb 2023 – present

Business Director of Managed Security Services (Secure-X) & Managed Network Services (Padu*Net)

Lead and manage Secure-X as the Business Director; responsible for both the business, technology roadmap and operation of cyber security and LAN Department, growing the service pillar for HeiTech in offering the solutions to customers.

Also manage and supervise another Business Director and be responsible for the managed network services, mainly WAN solutions and products under Padu*Net outfit.

Leading team of several managers and total of about 50 staffs with target market value of 150Mill for cybersecurity and 100Mill for network services.

HeiTech Padu Berhad

(HeiTech Managed Services Sdn Bhd)

Oct 2017 – Jan 2023

Business Director of Managed Security Services (Secure-X) /Senior Operations Manager

Responsible to create and managed new service pillar of managed cyber security services for HeiTech, branded as Secure-X. Oversee and manage the cyber security and LAN product and pre-sale units, having the managers reporting to and provide advice and direction for the growth of mainly the cyber security business. Advise the delivery and operation team on the managed services delivery.

Managing between 7 to 30 staffs during the time. Oversees the delivery of services to several government agencies and GLC valued close to 100Mill for cybersecurity and LAN services.

AWARDS & RECOGNITIONS

HeiTech's Chairman Award 2014

- Private 4G network
- Head of Dept/Team Lead (role)

HeiTech's Chairman Award 2016

- HMS Node Optimization 2015
- Head of Dept/Team Lead (role)

Cybersecurity Malaysia Award 2018: Cyber Security Innovation of the Year (Service) for HeiTech Padu Berhad.

- Business Director for HeiTech's Managed Security Services (Secure-X)

Frost and Sullivan Award Year 2019 and Year 2020:

Malaysia Managed Security Service Provider of the Year for HeiTech Padu Berhad

- Business Director for HeiTech's Managed Security Services (Secure-X)

WORK EXPERIENCE (CONT.)

HeiTech Padu Berhad

(HeiTech Managed Services Sdn Bhd)

Oct 2019 – May 2020

Acting Business Director of PaduNet Network Services

Temporary lead and manage WAN and Performance Management team in area of business, sets the technology roadmap for Year 2020 for managed WAN solutions, APM and nationwide support services.

HeiTech Padu Berhad

(HeiTech Managed Services Sdn Bhd)

2014 – 2017

Head of Network and Server Services (WAN, LAN, IDC, DMS, APM)

Expanding role by managing the pre-sale and product team for network, combining them with other units of operation, delivery and technical support for WAN, LAN, IDC, Cloud operation, DMS, APM.

Team members consist of about 67 staffs ranging from managers from each service pillar, lead engineers, engineers (LAN, security WAN, cloud and IDC), pre-sale analyst and product engineer.

Successfully integrate private 4G technology from 3G as part of the service offering for the Network services. Revamp the APM services into hosted services.

HeiTech Padu Berhad

(HeiTech Managed Services Sdn Bhd)

2012 – 2014

Head of Network and Server Services

Heading the network services that consist of operation, delivery and technical support for WAN, LAN & Security, IDC. Also manage the team for DMS and APM. Obtained new service pillar of cloud operation to be managed and improvement of cloud operation, maintenance and support team. Revised the technologies and SOP for all the service pillars.

Ensuring the delivery and operation of network services for about 70-90 Mill yearly revenue.

TECHNICAL CERTIFICATIONS

Professional Technologist from
MBoT (since March 2021) –
PT21030512

Cisco Certified Network
Professional Enterprise (CCNP)

Cisco Certified Specialist –
Enterprise Core

Cisco Certified Specialist –
Enterprise Design

Cisco Certified Design Professional
(CCDP)

Cisco Certified Network Associate
(CCNA)

Cisco Certified Design Associate
(CCDA)

Business IT Architecture
Fundamental (BITAF)

ITIL Certified v2

ITIL Certified v3 (2012)

Infosim Certified Engineer

Certified IPv6 Network Engineer
(Level 1)

WORK EXPERIENCE (CONT.)

HeiTech Padu Berhad

(HeiTech Managed Services Sdn Bhd)
2011 – 2012

Head of Network Services

Managed Network services consist of operation, delivery and technical support for WAN, APM, LAN & Security, IDC (Internet Data Center) and DMS (Desktop Management Services).

Maintaining the operation and delivery with 45 staffs reporting under the department.

HeiTech Padu Berhad

(HeiTech Managed Services Sdn Bhd)
2008 - 2011

Head of Network Services (WAN & NMS)

Managed Network services consist of operation, delivery and technical support for WAN and Network Monitoring System (NMS).

Successfully lead team for the proposal and awarded first private hybrid DSL Broadband setup for a financial institution.

HeiTech Padu Berhad

March 2004 - 2008

Senior Solution Analyst

Manage team of presale for WAN, LAN and security services
Oversee the network solution team to ensure smooth delivery of technical solution, design and write up for pre-sales function in areas of WAN, DMS, LAN and Security.
Ensure the team perform product development activities to evaluate new technology and product that HeiTech is able to deploy to improve services and gain more business opportunity.

HeiTech Padu Berhad

July 2003 – Feb 2004

Head of WAN Services (Senior Network Engineer)

Managed team of WAN network engineer for project implementation and operational support based upon the SLA.
Designing network connectivity and customer configuration.
Lead the evaluation for the MPLS deployment within network backbone.

REFERENCES

Pn Norazlin Nordin
Head of Customer Care Center,
HeiTech Padu Berhad,
Ph (M) : 019-2114918
E-mail: norazlin@heitech.com.my

Pn Suhailah Ahmad Said
Sales Director for GLC,
HeiTech Padu Berhad
Ph (M): 019-3577472
E-mail:suhailah@heitech.com.my

Mr Tajul Muhammad Taha Mohd
Hanapiah
Secure-X Cybersecurity Consultant
Ph (M): 012-3221909

WORK EXPERIENCE (CONT.)

HeiTech Padu Berhad (PaduNet Sdn Bhd)

March 2001 – June 2003

Network Engineer

Maintaining the Wide-Are-Network Backbone daily operation and support especially in Hughes switches and Nortel Passport network.

Ensure that the WAN switches including the backbone performance and customers' network availability and accessibility as well as the service levels on the network, their health and network tuning, performance, capacity planning and reporting.

Provide technical support on project basis and customer configuration. Capacity planning activities for HeiTech WAN backbone present and future operation and performance

ACADEMIC QUALIFICATIONS

University of Wollongong, NSW, Australia

1997 - 2000

Bachelor of Engineering,
Major: Computer Engineering

Australian Matriculation Course - PPP/ITM,

Shah Alam, Selangor.

1995 – 1996

South Australian Matriculation Examination

MARA Junior Science College of Taiping,

Perak.

1993 - 1994

Malaysian Certificate of Education (SPM)

TECHNICAL PROFICIENCY

Wide-Area-Network Infrastructure
LAN Infrastructure
Cyber Security – Perimeter, Network, Application
Cyber Security Assessment and SOC
Server & Desktop Administration
Information, Communication &
Collaboration Platform
Systems Support
Network, Infrastructure and Application monitoring
Data Centre Facility & Infrastructure
Enterprise Private Cloud
Unified Communication
Standards and Processes (QMS, ISMS, SMS)
Business Continuity

TRAININGS AND COURSE ATTENDED

Time Management Training
Coaching and Leadership Skill Program
Corporate Grooming
The Seven Effect Writing Skills
ITIL Foundation course
ISMS Training
Nortel Networks – Preside MDM Operation (Passport)
Nortel Networks – Passport 7000/15000 Operations &
Maintenance
Interconnecting Cisco Network Devices for CCNA
Sniffer Basic Training
Network Planner Workshop (Nortel) 2003
Certified Cisco Network Professional Course (CCNP)
Certified Cisco Design Professional Course (CCDP)
Business IT Architecture Fundamental (BITAF)
Infosim Certified Engineer
Certified Information Systems Security Professional (CISSP
Training)
Certified Information Systems Manager (CISM Training)
Implementing Cisco Enterprise Network Core Technologies
(ENCOR)

SKILLS & EXPERTISE

Leadership and coaching capabilities in managing staffs.

Fast Learner in areas of technology and business

Enthusiastic, highly motivated and dedicated in meeting organization objective.

Capability on strategic planning and designing the technology and solution roadmap for new product and services.

Flexible and capable of handling multitasking environment

Proven ability to communicate with professional peers and the public as demonstrated through pre-sales and post sales activities.

Developing relation and networking with technology principal and distributors to create ecosystem of services.

Demonstrated capacity to work effectively in teams as evidenced through working with customers, business director, account director and account managers, project managers and technical support team.

Cross cultural sensitivity that allows me to work well with people from a variety of cultures.

Independent, self-motivated and able to perform well under minimum supervision.

Fluent in English and Malay languages.