

CURRICULUM VITAE

PERSONAL PROFILE

Name: Tan Kok Kang (Daniel)
Address: No. 23, Jalan Equine 6B,
Villa Avenue, Taman Equine,
43300 Seri Kembangan
Selangor Darul Ehsan
Date of Birth: 14th April 1972
NRIC: 720414-10-5511
Race/Religion: Chinese/Buddhism
Nationality: Malaysian
Marital Status: Married with 3 children
Contact No.: 6012-2833612 / 603-89407568
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POSITION APPLIED

Applied For: Chief Information Officer

QUALIFICATIONS & EMPLOYMENT HISTORY

Education: Master in Business Admin
Specialization in Project Management (Australia)
- SEGi International College (2008 – 2010)
Graduate Diploma in Business Admin
- SEGi International College (2007 – 2008)
NCC Diploma in Computer Studies (UK)
- Stamford College Malaysia (1990 – 1991)
Sijil Pelajaran Malaysia (SPM)
- Sekolah Menengah Seaport (1989)
Certification: Certified Data Centre Professional
- Enterprise Products Integration (EPI) Singapore (2007)
Certified ITIL Service Management
- Sun Microsystem Malaysia (2006)

Years of Work Experience: 26 years (as in year 2018)

Present Employment: Rakuten Trade Sdn Bhd
Level 7, Kenanga Tower
No. 237, Jalan Tun Razak
50400, Kuala Lumpur
Position Held: Deputy Chief Information Officer
Years of Service: 2nd April 2018 – Present

Previous Employment: Aeon Credit Service (M) Bhd
Level 18, UOA Corporate Tower, Avenue 10
The Vertical, Bangsar South City
No. 8, Jalan Kerinchi
59200, Kuala Lumpur
Position Held: Deputy Group Head of Information Technology Group
Years of Service: 4th March 2013 – 14th February 2018

Previous Employment: Patimas Outsourcing Services Sdn Bhd
Patimas Technology Centre
Technology Park Malaysia
Bukit Jalil, 57000, Kuala Lumpur
Position Held: General Manager – Operations and Pre Sales
Years of Service: 1st July 2011 – 28th Feb 2013

Previous Employment: Privasia Sdn Bhd
Unit C-21-5, 3Two Square
No. 2, Jalan 19/1,
47300 Petaling Jaya
Selangor Darul Ehsan
Position Held: Business Head, Outsourcing
Years of Service: 1st September 2010 – 30th June 2011

Previous Employment: Westports Malaysia Sdn Bhd
PO Box 266, Pulau Indah
Port Klang, 42009
Selangor Darul Ehsan
Position Held: IT Manager
Years of Service: 5th June 2000 – 20th August 2010

Previous Employment: Tan Chong & Sons Motor Co. Sdn Bhd
No. 62-68, Jalan Ipoh
51200 Kuala Lumpur
Wilayah Persekutuan
Position Held: IT Executive (Analyst Programmer/System Analyst)
Years of Service: 1st May 1996 – 31st May 2000

First Employment: Paramount Software Production Sdn Bhd
No. 15, Jalan SS15/8B
47500 Subang Jaya
Selangor Darul Ehsan
Position Held: Analyst Programmer
Years of Service: 1st June 1992 – 30th April 1996

WORKING EXPERIENCES (EMPLOYMENT – RAKUTEN TRADE)

Duties and Responsibilities:

Overseeing company's IT financial planning, forecasting, strategize IT roadmap, manage and monitor projects implementation within budget and timeline in-line with business growth, provide recommendations on organization's IT strategy, actively involved in communicating with top management on current Technology tread and to ensure that IT processes are comply to statutory requirement and cost control in IT spending.

1. Setting objectives and strategies for the IT department and providing guidance to IT staff and internal organization.
2. Selecting and implementing suitable innovative technology to streamline all operations and optimize efficiency to gain competitive advantage.
3. Designing and customizing technological systems and platforms to improve both operations and customer experiences.
4. Oversee IT related projects, network infrastructure and systems to ensure optimal performance is achieved.
5. Analyze costs, value and risks of Information Technology to advise Top Management and suggest actions.
6. Plan and implement enhancement to systems by providing accurate information on business needs and priorities.
7. Provide layman advices and interpretation on technical jargons to non-technical audiences.
8. Establish relationships with stakeholders to develop trust and ensure reliability, timely and accuracy of information.
9. Interprets and deliver information on regulatory and industry wide rules, regulations and standards.
10. Escalation of issues/problems to keep Top Management informed, advice and provides recommendation to Top Management as and when needed.

WORKING EXPERIENCES (EMPLOYMENT – AEON CREDIT SERVICE)

Duties and Responsibilities:

Overseeing company's Production, High Availability and DR Systems and Infrastructures which includes Data Centre, IPVPN and Internet connectivity, IT networks and telecommunications includes Telephony system, Core Financial System, middle-ware systems and front-end application servers. Streamlining and enhance the operational processes and procedures on in-house software development, application outsourcing, new business development, revenue, cost, infrastructure support services, projects and capacity planning which includes among others;

1. Ensure availability of meaningful, accurate, timely and effective information for decision making, provide sufficient spares. Continuous monitoring of system health, conduct regular preventive maintenance and continuous housekeeping. Engaged with vendor on knowledge transfer with establish of incident/problem resolution escalation.
2. To improve the expertise of the department by achieving efficient, motivated, and well-trained employees with the knowledge, skills, and ability to meet company's current and future challenges. To attract and retain the best people hence aspire to be the greatest place to do great work. Define staff KPI and monitors the staff performances hence the performance appraisal. Continuous to provide guidance and leadership support to subordinates and users. Strategize the team to provide assistance and guidance to other departments with useful resources to support the group.
3. To establish, maintain and enhance all IT systems and services to support Aeon Credit Service's business requirements by implementing operational best practices to provide superior availability, reliability and performance of IT services hence to identify emerging technologies and evaluate selected ones to determine potential benefit to Aeon Credit Service.
4. To maintain a reliable, secure, confidential and continuous enterprise operations through policies, procedures monitoring, risk assessment/planning/mitigation, disaster recovery planning, and periodic testing. Ensure departmental processes and procedures are adhering to audit compliance and policies.
5. Leads and manage the System Management Departmental overall assignment efficiently and work timely to achieve departmental KPI, prioritize and manage jobs/tasks/projects with team members.
6. Ensure the department's projects are implemented within target timeline and budget with constantly apply improvement, cost savings measures and streamline existing IT Group infrastructure and processes.
7. Capacity planning for the Infrastructure services, recommendations and to provide status update monthly to management and vendor management ensuring deliverables are to specification, expectation and agreed timeline. Review and negotiate terms & conditions of purchases, maintenance and support with vendors
8. Ensuring Business Processes Security Controls on IT are developed in accordance to ISMS guidelines and methodology. To notify higher management on potential security threats which existing controls mechanism are inadequate.
9. Plan and propose solutions to higher management on effective long term and short term IT strategies, tactics and budget planning alight to business growth and company's directions. Ensure that the confidentiality, integrity and availability of all AEON's information assets are protected.

Achievements:

Year 2013 March till Year 2018 February

1. Good approach in supporting users and within the group. Understand user's requirement and provide suitable solutions:-
 - a. Plan, manage and coordinate the Production Data Centre Core Network Switches migration within 2 months at a cost of RM500K without major planned downtime.
 - b. Manage and organize the Business Continuity Plan (BCP) solution on Aspect Telephony System for Customer Service Department, Authorization and Chargeback Department within a month at a cost of RM100K.
 - c. Manage the implementation of Centralize storage for Archive logs required by Arcsight System and File Integrity Monitoring (FIM) on AS/400 Core System to meet PCIDSS Compliance within 3 months at a cost of RM200K.
 - d. Coordinate and involve in the PCIDSS assessment on System Management Infrastructure in accordance to its requirement and obtained PCIDSS certification in June 2013 and July 2014.
 - e. Plan, manage and coordinate the migration of Symantec Security Systems i.e. Symantec End-point Protection, Symantec Web Gateway and Symantec Mail Gateway into Aeon Credit Service's environment within 5 months at a cost of RM600K.
 - f. Plan, manage and coordinate the migration of Production and DR sites second layer Firewalls within 2 months at a cost of RM350K.
 - g. Plan, manage and coordinate the upgrade of Aspect Telephony System from version 6.6 to version 7.2 for outbound Collection Group of 500 users within 3 months at a cost of RM1.2 mil.
2. Plan, manage and coordinate company's IT Disaster Recovery Live Plan (DR Live) twice yearly (April and November) with no audit findings thus far for year 2013 and year 2014.
3. Plan, coordinate and strategize IT Group's Systems and Infrastructures to align to company's Business Continuity Plan (BCP) to move users and operate at remote sites, which successfully performed in November 2013 and May 2014 respectively.
4. Plan, manage and coordinate the IT requirement for Ten (10) Aeon Credit Service branches opening in Aeon Co and Aeon Big malls within 7 months from August 2013 till February 2014.
5. Plan, manage and coordinate the Kuantan Regional Office relocation with centralized 120kVa UPS with monitoring and workstations for 400 users in June 2014. Subsequently June 2015 relocation of Penang Regional Office with 350 users.
6. Plan and manage the migration of Microsoft Exchange Server from version 2007 to 2013 with server refresh in Dec 2014 and completed within 4 months with a cost of RM500K.
7. Plan, manage and coordinate the 1st Tier Firewall tech refresh within 2 months with a cost of RM300K in Jan 2015.
8. Plan, manage and coordinate the HQ Core Switch tech refresh within 4 months with a cost of RM500K in Mar 2015.
9. Plan, manage and coordinate the WindowXP PCs replacement (1060units) nationwide at a cost of RM1.3million within 4 months in May 2015.
10. Plan, manage and coordinate the Intel based Server Consolidation and SAN Storage Consolidation at a cost of RM250K and RM340K respectively within 6 months in Jun 2015.
11. Plan, manage and coordinate the HQ DR Data Centre Uplift at a cost of RM450K within 5 months in Jul 2015. Regional Office Computer Room uplift at a cost of RM250K within 3 months in Sep 2015.
12. Plan, manage and coordinate the Production Site, HQ and Branches TM-IPVPN Line upgrade from 20MB to 70MB for Production Site and HQ, branches 256/512Kbps to 1Mbps with router and Network Optimizer upgrade at a cost of RM890K within 6 months in Sep 2016.

13. Plan, manage and coordinate the implementation of Server Farm Network Segmentation to comply with PCIDSS and AFS Japan compliance by introduction of Firewall into the server farm switches at a cost of RM450K within 5 months in Nov 2016.
14. Implemented Centralize Printing Controls in Head Office at a cost of RM250K within 2 months in Jan 2017.
15. Refresh of Centralize UPSs for Regional Office computer room (5 Regions) completed with individual UPSs (1kVa/3kVa) to all branches to backup essential IT Equipment (CDM, Network Switches and Routers, PCs) at a cost of RM410K within 3 months in the month of Feb 2017.
16. Refresh of HQ PABX Telephony System into IP Telephony System at a cost of RM850K within 4 months in Apr 2017.
17. Refresh of Enterprise Backup Solution for Critical Business Applications replacing existing IBM Tivoli Backup Solution at a cost of RM680K within 4 months in Apr 2017.
18. Deployment of Centralized Patch Management, Network Monitoring and Applications Monitoring System at a cost of RM1.6mil within 6 months in Jun 2017.
19. Deployment of Customized Mobile Field Visit Collection System at a cost of RM800K within 6 months in Aug 2017.
20. Other On-going projects:-
 - a. Branch Transformation – branch innovation with introduction of wireless tablets, IT Technology and revamping the branch outlook.
 - b. Enterprise Thin Client with Centralize User Storage to phase out the PCs life cycle refresh and to centralize managed users storage.
 - c. Company-wide centralize managed WIFI with Notebooks and Tablets deployment with Remote Access and TwoFactor Authentication.
 - d. Contact Centre System Modernization.
 - e. Payment System Re-engineering.
 - f. AEON Group eMoney Pre-paid Card with point system.
 - g. AS/400 Core Banking System Technology Refresh.
 - h. Active Directory/Domain and MailGateway Technology Refresh.
 - i. Technology Refresh of Aged Servers into Virtual environment.
 - j. Centralize Monitoring and Patch Management for Unix Systems.
 - k. Core Banking Application enhancement on Multiple Due Date, automation of Financial Closing, Credit Card Closing and Easy Payment Closing.
 - l. In-house developed Workflow Management System to digitalize forms, internal approval system and processes.

WORKING EXPERIENCES (EMPLOYMENT – PATIMAS OUTSOURCING SERVICES)

Duties and Responsibilities:

Overseeing company's Data Centre services and involved in Pre Sales roles on tender and System Integrator's proposals. Streamlining and enhance the operational processes and procedures on new business development, revenue, cost, infrastructure support services, projects and capacity planning which includes among others;

1. Develop new Data Centre co-locations business opportunities and maintaining existing clientele on new requirement and capacity planning.
2. Managing, monitoring and ensuring Data Centre infrastructure support services rendered to clientele in accordance to preset guidelines, budgets, timelines, SLA and OLA.
3. To plan, monitors and review the Data Centre infrastructure capacities and take necessary measures should it attain the preset threshold.
4. Managing and supporting the Data Centre day-to-day co-locations issues and problems, improving performance through processes and procedures change and focus on strategic functional planning to enhance departmental deliverables.
5. Ensuring the performance of the Critical Support System e.g. UPS system, Electrical Switch Board, Standby Generator Set, HT/LV Transformer, Cooling Equipment and Fire Suppression System are in good condition. Closely monitor the serviceable and maintenance plan of all these critical support equipment.

Achievements:

Year 2011 July till year 2013 February

1. Revamping the Data Centre co-location existing process and procedures to meet the ISO2008:9001 standards, manage and monitor the Data Centre day to day co-location operations are adhere strictly to ISO guidelines.
2. Initiated and engaged in Data Centre network upgrade project by identifying the current limitations and problems, proposing enhanced and flexible network architecture to cope with the challenging requirement of both customers and data traffic with 5 - 8 years projection with an estimated value of RM600K.
3. Established standardization of pricing on co-locations, internet bandwidth, maintenance schedules, plan preventive maintenance, notifications and enhanced report submission to customers.
4. Manage to maximize company profits by re-look into existing contracts with suppliers and customers and proposing on lowering cost on renewals and providing value added services to customers without reduce in price. To-date 5 contracts reviewed with an estimated savings of RM100K.

WORKING EXPERIENCES (EMPLOYMENT – PRIVASIA)
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Duties and Responsibilities:

Overseeing company's Outsourcing department's business development, revenue, cost, infrastructure support services, projects and capacity planning which includes among others;

1. Develop new outsourcing business opportunities and maintaining existing clientele.
2. Managing and monitoring departmental revenue and cost towards business change, outsourcing and infrastructure strategic planning.
3. Ensuring infrastructure support services rendered to clientele in accordance to the guidelines, budgets, timelines, SLA and OLA set.
4. To plan, monitors and review the department's capacity on IT Infrastructure services and take necessary measures should it attain the preset threshold.
5. Managing and supporting the departmental IT Outsourcing Operations, improving performance and functional strategic planning.
6. Yearly budgeting on IT Infrastructure outsourcing services enhancement.

Achievements:Year 2010 September till year 2011 June

1. Revamping the cost structure for clientele from billing per project/services rendered to utilization based cost. Revenue increased by 5-8%.
2. Initiated and engaged in nine (9) infrastructure upgrading projects which includes Network Upgrades, Data Centre Uplift, Communication Towers Network Cabin change, eMail and Web Proxies upgrades, Workgroup and Midrange servers consolidation, Net Book Value (NBV) purchase from customer and propose monthly renting model of the assets, Internet bandwidth upgrade with security equipment refresh in year 2011 valued at approximately RM10 millions.
3. Established a new ten (10) years outsourcing contract valued at RM216 millions with a customer and planned out all refresh/upgrades cycles during the 10 years tenure on a 4 - 6 years IT Equipment refresh intervals. The proposal and agreement were completed within 3 months.
4. Enhances the current Standard Operating Procedures (SOP) for System administrators and Helpdesk and establish a new incentive scheme for all outsourcing team members to be based on KPIs and achievements.
5. Re-negotiate all current terms and maintenance contracts value with existing vendors for a lower cost to the company (minimum 5% reduction).

WORKING EXPERIENCES (EMPLOYMENT – WESTPORTS MALAYSIA)
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Duties and Responsibilities:

Overseeing company's IT Infrastructure services, projects and capacity planning which includes among others;

1. Managing and monitoring in-house Data Centre facilities, Network Infrastructure services and Servers' Uptime in accordance to the KPI set.
2. To ensure Data Backups, System Configurations and Failover Procedures are reviewed periodically towards business change.
3. To plan, constantly monitors and review the capacity of IT Infrastructure services and take necessary measures should it attain the preset threshold.
4. Creates, implements, and maintains disaster recovery plans for all Company information systems and communication systems.
5. To manage, monitor and to ensure smooth implementation of IT Infrastructure Projects are adhere to the guidelines, budgets and planned timelines.
6. Establishes and monitors security policy regarding the use of all Company information systems and communication systems.
7. To ensure all IT Infrastructure services uptime is in accordance to the KPI set and all planned preventive maintenance on IT equipment to be done based on recommended regularity.
8. Managing and supporting the IT Outsourcing Operations, Port Operations 24 x 7 on applications and servers availability.
9. To manage and monitor the implementation of ISO27001 inline with Hutchinson Port Holdings Guidelines (HPH) and CyberSecurity Guidelines within 12 months.
10. Yearly budgeting on IT Infrastructure services enhancement and 5 years projection on Capex/Opex spending.
11. Coordinate with Facilities Department on the design and implementation of critical support equipment e.g. UPS System, Standby Generator Set, Electrical System, Precision Cooling Requirement, Fire Suppression System for Westports Data Centre and Critical Area Support for ensuring 99.999% Uptime Reliability.

Achievements:Year 2010

1. Manage the Trunk Radio Marine Channels Infrastructure upgrade valued at RM100K and completed within 4 months.
2. Migrate the stowage handhelds and Prime Movers Vehicle Mounted Terminals (VMT) from Teklogix to LXE and to migrate from narrow band system to WIFI system valued at RM550K and completed within 3 months.
3. Implemented consolidation of FTP services and Centralize Network Attached Storage user files sharing and backup valued at RM1.03mil and completed within 7 months.
4. Implemented Cisco Network Controls and Performance System to monitor all network switches, routers, firewalls in the port valued at RM1.45mil and completed within 6 months.

Achievements:

Year 2009

1. Migration of wireless infrastructure in Container Terminal from Teklogix to Cisco WIFI and install LXE VMTs onto the entire RTGs fleet – Phase 1, valued at RM2.3mil and completed within 6 months.
2. Expanding Cisco wireless infrastructure in Container Terminal for ground coverage - Phase 2, valued at RM1.5mil and completed within 4 months
3. Refreshed Internet Firewalls with High Availability and implement Network Access Control valued at RM875K and completed within 4 months.
4. Construction of 4 new Comm Towers in CT1-CT3 and to commission 2 new Comm Towers in CT5 for ground wireless coverage, valued at RM1.23mil and completed within 6 months.

Year 2008

1. Setup & commission 3 Communication Towers with Teklogix equipment to enhance wireless coverage for Container Yard/Wharf Operations, valued at RM700K and completed within 4 months.
2. Installation of resilience fiber optic link from CT4 Data Centre to Tower Block Data Centre providing high availability network infrastructure valued at RM454K and completed within 3 months.
3. Upgrading of Trunk Radio System into TETRA compliance System for additional channels and coverage, replacing existing analogue mode system, valued at RM4.16mil and completed within 5 months.
4. Upgrade and enhance Westports eMail services with high availability, incorporate collaboration and integration with Blackberry services, valued at RM625K and completed within 3 months.
5. Improved the infrastructure setup in Business Centre to tenants by providing fiber optic link and readily network connectivity valued at RM200K and completed within 2 months.
6. Proposed a unified and standardize WIFI infrastructure system for Container Operations using Cisco wireless Access Points replacing propriety Teklogix wireless, valued at RM500K and completed within 3 months.

Year 2007

1. Manage and monitor the implementation of Midrange Sun System upgrade with High Availability, valued at RM3.74mil and completed within 6 months.
2. Plan, evaluate, propose, manage and monitor the implementation of High Availability Network Modernization with Layer 3 routing and load balance architecture with expansion to CT4 new Admin valued at RM1.4mil and completed within 5 months.
3. Plan, evaluate, propose, manage and monitor the construction of new CT4 High Availability Production Data Centre of 2000 sqft with dual grid computing facilities on Tier 4 architecture of Data Centre Standards, valued at RM2.5mil and completed within 6 months.
4. Plan, evaluate, propose and manage the implementation of new Enterprise AS/400 Production server with an upgrade of current Production server role switched to Backup server valued at RM3.6mil and completed within 4 months.
5. Plan, propose and coordinate the implementation of Functional Servers Consolidation into Centralized Chassis based Blade servers for high resiliency, fast recovery time and ease of management, valued at RM340K and completed within 4 months.
6. Plan, evaluate, propose and manage the implementation of SSL-VPN services to external clients (Shipping Lines, Forwarders, Haulages, Depots) performing online transactions and internal users (System Administrators, Application Owners) to perform troubleshooting via secured Internet link valued at RM215K and completed within 3 months.

Achievements:

Year 2006

1. Plan, evaluate, propose, manage and monitor the implementation of DualGrid power upgrade for Westport Data Centre (8th floor Tower Block) to achieve 99.982% uptime valued at RM192K and completed within 2 months.
2. Manage and monitor Westports Data Centres and Network Infrastructure achieving high availability of 99.9% in accordance with the KPI set.
3. Plan, propose and manage the implementation of wireless Teklogix network coverage expansion into CT4 Container Yard.
4. Plan, evaluate, propose, manage and monitor the implementation of High Availability Internet Services with Load Balancer achieving greater efficiency and management of Internet Traffic.
5. Manage, knowledge sharing & guidance, document, monitor and to ensure the Operations of Outsourcing Mainframe and Midrange Servers transition to Privasia Sdn Bhd went on efficiently.
6. Plan, evaluate, propose the replacement of aged 3Com Network Switches with Cisco Switches.

Year 2005

1. Manage, monitor and upkeep of Westport Data Centres (8th floor Tower Block & 3rd floor Business Centre) to achieve 99.9% uptime.
2. Manage and achieve high availability of Westport Network infrastructure with resiliency and limit access to fiber optic interconnection. Implementation of Cisco Network Monitoring tools (LMS & Ngenius).
3. Security CCTV for Container Gate & Operations, Conventional Operations and Westports premises.
4. Document RFI (Request For Info) on IT Infrastructure for Privasia Sdn Bhd on Outsourcing IT Support and Services.
5. Wireless Teklogix expansion in CT4 Container Yard.
6. New SUN servers secondary Storage (SAN) implementation.
7. Establish Naming Convention for Servers, Network and Desktops. Plan and implemented quarterly Off-site Backup.

Year 2003 – Year 2004

1. AS/400 administration & controls, MIMIX application administration & maintenance.
2. COSMOS users accesses & menus security controls, databases archiving and application support.
3. Manage, monitor and maintain Westport Data Centres (8th floor Tower Block & 3rd floor Business Centre).
4. Manage and maintain Westport LAN/WAN network and to improve network security and performance.
5. Manage and Implement Network Resilience on Core Switches in Data Centre. Upgrade to Gigabit network for Mission Critical areas (Container Gate, Admin and Warehouse D).
6. Documentation on AS/400 daily, weekly and monthly work breakdown structures.

Year 2002

1. To coordinate, manage and setting up of new Data Centre at 8th floor Tower Block, upgrading Data Centre at Business Centre and setting up UPS for Container Gate
2. To conduct housekeeping on AS/400 and COSMOS users ID to ensure compliance of security standard and correct grouping of users Additional MIMIX data group for switching to Backup Server.
3. To improve network security and performance by implementing necessary Virtual LAN and upgrading of network equipment.
4. Expand Wireless Teklogix coverage to CT3 and upgrading of 2 units of BaseStations 9150 at Tower Block to cope additional Container throughput.

Achievements:Year 2000 – Year 2001

1. To implement Cisco networking core switches replacing 3Com Corebuilders to support the growing network infrastructure.
2. To administer and perform daily, weekly and monthly activities on AS/400.
3. Migration of wireless Vehicle Mounted Terminals (VMT) from LXE to Teklogix devices in a total of 100 devices.
4. Providing 24 x 7 supports to Port Operations.

WORKING EXPERIENCES (EMPLOYMENT – TAN CHONG & SONS MOTOR CO.)
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Duties and Responsibilities:

Responsible in software development, testing, deployment and end-user training which includes among others;

1. To study, develop, support and enhancement of in-house Hire Purchase System.
2. To study, develop, support and enhancement of in-house Branches Cash Management System.
3. To study, develop, support and enhancement of in-house Head Office (Central) Cash Management System.
4. To support and enhance the in-house Customer Care System and Warranty Claim System.
5. Conduct periodic user training on systems nationwide, end-user support and maintenance of systems.
6. Responsible for developed System Development Life Cycle enhancement.

Achievements:Year 1996 – Year 2000

1. Fully developed a system and implemented within 6 months to computerize a manual Hire Purchase System.
2. Developed both Branches Cash Management System and Head Office (Central) Cash Management System with fully integrated on daily, weekly collection summary within a year.
3. Enhancement on Customer Care and Warranty Claim Systems, revamping of system's module to meet user requirement change.
4. New system enhancement and roll-out training to users within a month from previously 3 months.

WORKING EXPERIENCES (EMPLOYMENT – PARAMOUNT SOFTWARE PRODUCTION)

Duties and Responsibilities:

Responsible in software development, testing, deployment and end-user training which includes among others;

1. To jointly study, develop, support and enhancement of in-house EMAS Accounting system of General Ledger, Accounts Payable, Accounts Receivable, Inventory, Sales Order, Purchase Order, Consignment and Quotation Systems with team members.
2. To study, develop, support and enhancement of in-house Payroll and Wages System.
3. To study, develop, support and enhancement of Movies Distribution System used by Golden Star Movies Sdn Bhd.
4. To study, develop, support and enhancement of Scores System and Membership System used by Selangor Shooting Association.
5. Conduct user training on systems developed, end-user support and maintenance of systems.

Achievements:

Year 1992 – Year 1996

1. Fully developed a system and implemented within a year to computerize a manual Movies Distribution System.
2. Developed and implemented both Scoring System and Membership System within a year.
3. Development of Payroll and Wages System to be sold to users with customized requirement and enhancement.

CURRENT REMUNERATIONS

Basic salary:	RM 25,000.00
Allowance:	RM 125.00
Yearly Bonuses:	-
Expected salary:	RM 30,000.00

CERTIFICATION & REFEREES

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data are correctly described me, my qualifications and experiences.



Name: Daniel Tan

Date: 29th August 2018

Referees:

Mr. Teng Boon Hong
Chief Technology Officer
Berjaya BInfinite Card Bhd
HP: 6012-2389305

Mr. Ho Hon Kit
Director of Sales
Trident-x Sdn Bhd
HP: 6012-3979968