CURRICULUM VITAE

PERSONAL PROFILE

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EXPERIENCE

Senior System Analyst | Information System, Manulife Singapore (MLSG IS)
MANULIFE SINGAPORE, December 2018 – January 2019
Description:

- Perform System application investigation for production issues raised and system study for enhancement request.
- Propose solutions and effort estimation for CRs or production issues raised and subsequently perform impact analysis and document it for PO and BA review
- Develop agreed solution using PLSQL developer, Oracle Form or Oracle Reports
- Document Unit testing and system integrated testing for developed solution which integrates new features and functionality defined by PO and team.
- Assess and maintain testing environment with the help of DBA for upcoming UAT and SIT.
- Support Business Analysts and Product Owners in UAT – suggesting test cases, test strategy, executing jobs, assist in testing environment issues.
- Prepare for enhancement implementation to production by attending weekly CAB meeting, finalizing transfer request, checking in of sources to SVN and logging the task into implementation que
- Perform post implementation check.
- Manage and maintain tasks using Jira(Online) or Kanban Board (Local)
- Assist and participate fully in Agile ceremonies: Daily Standup, Sprint planning, sprint grooming, sprint review and sprint retrospective.
- Providing documentation such as FD, Problem Description, SIT, transaction illustrations
- Tools used:
  - Oracle Forms & Reports for application development
  - Oracle for databases - PL/SQL
  - Jira for task management
  - GitLab for source control
  - Tortoise SVN
  - Windows Merge Tool
  - FormsTool
  - Microsoft Outlook

HR Specialist | Human Resource Shared Services, Asia Pacific (APAC)
ROLLS-ROYCE SINGAPORE, July 2017 – Aug 2018
Description:

- Coordinated and contributed towards Continuous Improvement (Lean Process) activities, by reviewing Human Resource (HR) operation processes, documentation, letters and forms to ensure the availability of organized, clear and concise data for a simpler yet effective process to be benefited by the team and stake holders.

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- Involved in HR system integration, by comparing, analyzing and reasoning between current processes and proposed processes while considering current system behavior.
- Responsible for timely payroll data collation from various process owners, validation and processing of the payroll data before handing over responsibility to finance department for payment processing.
- Accountable for accuracy and up to date data in various HR systems while additionally supporting the synchronization of data in the midst of HR system integration.
- Focal point and trusted source when assisting the employees with their escalated employment related concerns while guiding them on HR policies, procedures and self-service HR systems.
- Proactively governed end to end onboarding, termination, and movement processes while ensuring the different stake holders of each process, actions their tasks to subsequently deliver effective and accurate process closure.
- Timely and accurate execution of Central Providence Fund(CPF) validation, government paid claims (maternity, paternity, child care, adoption, national service(NS)) processing, income tax reporting (IR8A and IR21), other mandatory government reporting (example: retrenchment notification and work injury notification, headcount notification) and Ministry of Manpower(MOM) surveys.
- Supported employee's end to end work injury compensation processing which included policy renewal, and compensation claims processing in accordance to Work Injury Compensation Act (WICA).
- Supporting and processing education sponsorships which includes all education related transactions between the academic institution and the establishment, for a smooth education sponsorship experience for employees.
- Coordinate HR audit and liaison with internal and external auditors.
- Responsible in processing annual tax filing for local employees while effectively coordinating with taxation agents for expatriate tax filing and tax equalization. On occasional basis, supported corporate tax colleagues for tax data alignment between corporate tax and employee income tax.
- Assist local and expatriate employees with compensation and benefits related matters such as leave and merit administration, payroll and taxation.
- Tools used:
  - Workday
  - TP8
  - E-Leave Time Software
  - TMS

System Analyst | Information System, Manulife Singapore (MLSG IS)
MANULIFE SINGAPORE, September 2016 – June 2017
Description:
- Assigned as a system development project coordinator and developer for Regular Premium Investment Link Product (RPILP), first of its type in Manulife Singapore. (Project duration: 14 months)
  - Governed and tracked end to end system development process which involves the in-house developers, regional developers and outsource vendors while ensuring milestones are met and communicated accordingly to the system development manager.
- Responsible in executing full software development life cycle(SDLC) activities for the system development.
- Involved as a developer in the areas of change requests, production issues, and product development projects.
- Developed a comprehensive documentation on system impact analysis, functional definition, problem description, and maintained source code using Tortoise SVN.
- Liaise with users to understand their requirements and advise them according to demand of resources such as time, skills, and effort.
- Negotiated and proposed solutions (Interim or permanent) to meet user requirements with minimal impact to business.
- Educated users in understanding the system behavior to aid their decision making relating to change requests, new

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product development, and production issue, as to manage their expectations.
- Guided business analysts to illustrate business processing scenarios based on system behaviors' that can further help in their role when conducting user requirement gathering.
- Responsible to review codes from regional and vendor developers upon development and before deployment to eliminate/minimize impact on current system behavior.
- Performed debugging analysis on system to ensure for quick sanity check of the system.
- Devised and executed recovery plan to handle the impacts, during production issues.
- Communicated with Global Infrastructure team relating to system infrastructure for testing environment, production environment, and hardware resources to support system development and deployment operations.
- Provided technical and development support for the above using ORACLE development tools such as PL/SQL, ORACLE REPORTS and ORACLE Forms.

Software Engineer | Global Resourcing, Manulife Technology and Services (MTS)
MANULIFE HOLDINGS BHD, November 2014 – August 2016
Description:
- Involved in end to end process in developing and maintaining the Client Administration System (CAS) for clients of Manulife across Asia.
- Business Requirement study, system study, impact analysis, proposed solution, system design, development, unit test, system Integrated test, User Acceptance test, implementation and post implementation.
- Delivering and managing customer's expectation and requirements.
- Provide technical expertise and recommendations in assessing new system development projects and initiatives to support and enhance existing systems.
- Work on production issues that requires root cause analysis, recovery plans and feasible solutions
- Project(s) involved: Bonus Revision, Product Campaign Duration: 7 months.

Configuration Management Analyst Intern | IT&S Service Management Office (SMO)
BEYOND PETROLEUM (BP) ASIA BUSINESS SERVICES CENTRE SDN BHD, June 2014 – September 2014
Description:
- Facilitate Subject Matter Experts (SMEs) in Configuration Management Projects mainly on project administration that includes document control, construct meeting minutes, setting up for meetings, developing presentations and attending project meetings.
- In charge in developing and governing Project timelines
- Perform Business As Usual (BAU) tasks to update the Configuration Management system.
- Web page administration **–** SharePoint

Junior KVMRT Project Admin
BOMBARDIER TRANSPORTATION MALAYSIA, July 2013 -September 2013
Description:
- Assisted project admin in processing project documents from review (content quality), printing to delivery.
- Assisted project director in arranging logistics, reservations and documents.
- Maintained project documents (Manual and computerized).

EDUCATION

Bachelor of Science (Honors) Multimedia Technology (BSc. Multimedia Tech.)
UNIVERSITY MALAYSIA SABAH (UMS), WILAYAH PERSEKUTUAN LABUAN, MALAYSIA

Sijil Tinggi Persekolahan Malaysia (STPM - Malaysian Higher School Certificate)
ST. MICHAELS INSTITUTION (SMI) IPOH, PERAK, MALAYSIA

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COMPUTER SKILLS

Technical Skills	Years of experience	Proficiency
MS Office Suite	10	Intermediate
Adobe CS5/CS6	3	Intermediate
Oracle Forms	4	Intermediate
Oracle Reports	4	Intermediate
PLSQL	4	Intermediate
JAVA	1	Intermediate
Workday Administration	1	Intermediate
TP8 Payroll System	1	Intermediate
Tortoise SVN	3	Intermediate
Jira	1	Intermediate

ACTIVITIES & CERTIFICATION

- Life Office Management Association (Loma) 280 Certification.
- Life Office Management Association (Loma) 290 Certification.
- IBM Enterprise Application Developer: Web 2.0 certification
- M5- Rules and Regulations for Financial Advisory Services
- BCP – Basic Insurance Concepts and Principles
- M9/M9A – Life Insurance and Investment-Linked Policies
- Beyond Petroleum's (BP) mandatory ITIL V3 training
- Volunteer Officer PS Grade11 in Siswa Siswi Pertahanan Awam (SISPA)(Malaysia Civil Defense Department-JPAM)
- Developed pre-school courseware for Tadika Perpaduan Labuan.
- UMS Vice Chancellor Cup Debate - 3rd places (2012).
- The University of New South Wales Essay Competition – Credit (2009).
- Semi-finalists in Sathya Sai Human Value Debate (2008).
- School Prefect (2008/2009).
- Contribution in production team of Michaelian Musical Production-Camelot (2008).
- Australian Mathematics Competition for the Westpac Awards –Participation (2007).

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