

## Career Profile

**Mobile phone:** [6012-3388749]

**Email:** [ahyu1984@gmail.com](mailto:ahyu1984@gmail.com)

Throughout the years, I learned different banking operations, general banking account knowledge besides holding the essential technical and project management skills (project planning, coordination, monitoring and implementation management). I known as diligent, reliable, highly resourceful, flexible, persistent worker with ability to interact with different level of business, vendor and IT counterpart, utilizing the relationship, expertise & resources to ensure projects are delivered as planned. Highly sensitive to the latest technology and always alert to company changes(SO`P, organization chart &etc). Offer exceptional communication skills with an eye for detail and a high level of project management and IT skills.

To explore transformation opportunity and strengthen my career path.

20Feb2008	UOB Excellence Customer Service awards from Sungai Petani Branch Manager
11Mar2008	UOB Excellence Customer Service awards from Medan Pasar customer

SPM  
in SEK MEN JEN KEB YU HUA KAJANG  
1997-2001

- SDLC (Waterfall, OOA,WBS)
- IBM AS400 iSeries
- Analytical skill
- Commitment & Responsibility
- Multitasking & Organizing skills
- Critical & Strategic thinking
- Negotiation & persuasion skills
- Strong problem solving
- Person with action
- Visual Basic, php, SQL server, html, MS office & etc.
- Developing relationships

## WORKING EXPERIENCE

### OCBC (M) under e2Power

Jul2015 – Current

SYSTEM ANALYST

- Plan, lead, coordinate and monitor all project related activities to ensure smooth execution of project tasks and deliverables.
- Produce project documentations and adhere project reporting procedures.
- Department welfare chairlady of 2017
- Accountable for the effective internal and external interface and liaison management.
- Analyse SIBS as well as new system (Auto-Dialler) and provide estimate internal effort and conduct impact analysis.
- Recommends controls by identifying problems and champion automation to improve process.

*See my OCBC Project Addendum at page 3.*

### Silverlake AXIS

Oct2013 – Jun2015

SYSTEM ANALYST

- Propose bulky frequent patching request to simple menu screen to handle the data updates (where the project request are freeze as vendor quotation is too high for bank's operation user).
- Suggest and produce data masking needs for copy data restoration alongside proceduralized the process with operator team. Correspondingly, I propose password encryption/decryption storing on common FTP control file.
- Brainstorm with team and produce solution to enhance shorter time on daily batch, Master front end tool (eTP) in short period.
- Lead on big data housekeeping project, where the challenge was lengthy downtime are not allow for 24x7 credit card system. Further fine tune the process which result to shorten the downtime from 2.5 hours to 45minutes.
- Lead Customer Merging project from end-to-end (collect requirements, provide solutions, resource & timeline planning, project execution, track project progress & report to management).

### HSBC Bank Malaysia Berhad

Apr2008 – Oct2010

IT PROJECT OFFICER

Oct2010 – Sep2013

Senior IT Project Officer

- Accountable for the effective project administration and coordination.
- Proactively manage and co-ordinate technical feasibility study, user requirement evaluation and solution proposal.
- Strong analytical and problem solving skills and provide comprehensive resolution to the organization.
- Accountable for the on-schedule deliverables of all the application development and support activities, inclusive of projects, enhancement and ad-hoc request.
- Effective user expectation management and delivery requirement.
- Effective vendor and third party support management and evaluation.
- Proficient in providing the best alternatives during the project with strong analytic skills.
- Coordinate various activities between teams in providing a complete end-to-end solution to business users.
- To ensure system availability in accordance to service level agreement inclusive of application support maintenance.
- Experience on software implementations quality assurance processes.
- Management reporting and status update on regular basis.
- Coordinate, plan, allocate resources and prioritize projects/task as per agreed schedule (tight schedule too).
- Track overall project resource, monitor project progress and mentor staff or peers.
- Resolved escalated issue in timely manner and assess the possibility to propose permanent resolution.
- Conduct recommendation report and meeting based on user post implementation review.
- A pro-active member of the department in providing better way of doing things, as well as teambuilding and CSR activities.
- Conduct relevant training to system users & present deliverable to management.
- Collaborate with legal, risk management, information security & various departments on audit/risk item.

*See my HSBC Project Addendum at page 5*

### United Overseas Bank Berhad Malaysia

June2006-Apr2008

Senior Executive

- Work at Inward Remittance unit where UOBM centralize all branches Inward TT in 2nd HQ. Daily monitored all the TT payments from overseas and checking, verifying, and approving every validated payment.
- Check MT103 whether it is consistent with ECM rules and UOBM Policy. Coordinate the adequate professional service to customers by revert the discrepancies details to the branches or the remitting bank.
- Quote rate for all nationwide customers if there is necessarily; meanwhile also contact certain value customer to confirm their rates. Other than that, able to understand treasury ops; and deal with forex dealer and settlement for any discrepancies deal.
- Promptly provide requests and queries to branches and all level of customer effectively and on time.
- Provide Financial Control Division immediate reply on any discrepancies or queries.
- Internal coordination with RENTAS, E-PINTAS, and Foreign Cheques units when there is non-full force attends, in order to maximize process efficiently.

## Project Addendum in OCBC (2015-Current)

**Project Description:** Digital PIN (DEC2016 – May2017)

**Tools, Technologies & Methodologies:** AS400

**Challenges:** Due to short testing period and no tester being assigned, to monitor the error closely with project team.

**Details:** Role Involved: Act as DSP & CIF support from SIBS team, fast response to any issue highlighted, highlight to project team for customer verification must be done by service channel before development start (this is confirmed during solutioning stage).

**Results:** Digital PIN is to enabling the bank's customer to set their debit/credit card PIN via Internet Banking or IVR.

**Project Description:** AutoLoan initiative (DEC2016 – DEC2017)

**Tools, Technologies & Methodologies:** AS400

**Challenges:**

**Details:** AutoLoan is a secured credit assessment system to offer Hire Purchase loan to customer. Role Involved: study FSD and highlight required missing part based on previous project experiences, work with BA to come out the missing screen and urge project team to involve relevant system SA to conduct mapping, provide SIBS mapping reference via previous credit assessment project, request user walkthrough on old system to understand clearly on user expectation and highlight to BA relevant on processing elements that require in SIBS are not being defined in FSD.

**Results:** Assist project team to understand credit assessment flow and provide enhanced mapping document which can be easily understood by anyone (vendor, tester, BA or SA).

**Project Description:** OneCP Secured- (JUN2016 – May2018)

**Tools, Technologies & Methodologies:** AS400

**Challenges:** As OneCP Secured is a pure new system and target to implement in two countries during pilot launch.

**Details:** OneCP is Secured credit assessment system to offer housing loan to customer.

Role Involved: Act as two countries (SG & MY) to support from SIBS team in response of any related query from project team, study FSD and conduct SIBS impact analysis, work with BA and vendor to clear out doubt on unclear requirement, go through scoreware requirement with risk user and documented SIBS mapping, illustrate easy-to-understand to vendor on complicated logic, advice vendor on the country differences in terms of product feature and SOA service.

**Results:** Enhanced mapping document which can be easily understood by anyone (vendor, tester, BA or SA).

**Project Description:** MEPS Acquirer Fee Model (Jun16 - Oct16)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center, ATM

**Challenges:** Short testing schedule with MEPS and must complete MEPS test scenario during certain time-frame.

**Details:** Issuing bank can now define the balance inquiry fee instead of earlier the charges vary base on Acquiring bank. Role Involved: I completed the in-house design and build new GL report for loan interface account, eliminate the new transaction code changes for balance inquiry changes after studying and advise project manager that SIBS can reuse existing transaction code (save cost), further carry out clarification with user and address user concern on statement remarks that the reusable transaction code will not impact existing process.

**Results:** Develop report in house help bank to save vendor cost and project rollout without defects under SIBS module.

**Project Description:** ECPS –Express Credit Processing System (JAN2016 - Dec16)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center

**Challenges:** Only involved start from SIT stage and require spent some time to pick up the project. No changes in SIBS, only parameter setup and support.

**Details:** ECPS is credit processing system to review company's credit profile. Role Involved: Act as RBK support from SIBS team in response of any related query from project team, verify the RBK changes are accordance interface mapping document, take lead to identify the CIF and loan timeout issue during testing and production time (parameter error), conduct session with ECPS vendor to resolve critical error.

**Results:** Project rollout without defects under SIBS module.

**Project Description:** CLAS - Consumer Lifestyle Application System (Nov2015 - Jun2016)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center,

**Challenges:** Only involved start from SIT stage and require spent some time to pick up the project especially CLAS introduce straight through processing financial disbursement.

**Details:** CLAS is a new credit assessment system for unsecured business (personal loan & credit card). Role Involved: Act as RBK support from SIBS team in response of any related query from project team. verify the RBK changes are accordance interface mapping document, highlight the unknown financial transaction send by CLAS (due to parameter), assist user to convey the mapping gap into Change Request, verify to ensure straight through process is

correct accordance loan processing, assist to develop negative scenario test cases for financial flow and carry out testing with tester, conduct session with CLAS vendor to resolve critical error.

**Results:** Enabling OCBC to offer STP for unsecured product and faster turn-around time. This would help OCBC release credit card to matching customer within short time-frame.

**Project Description:** Foreign Exchange Administration Rules & Funds Transfer Limit (Aug2015-Dec2015)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center.

**Challenges:** This is my first project whereby my role swapped from a programmer to system analyst without doing any coding. Besides learning the SIBS system, it is also a challenge to familiarize the bank's procedures and new role involvement.

**Details:** The project is based on regulatory requirement to restrict external account holder to transact not exceed RM10k per account per day and per channel. With little guidance during solutioning stage, and capable become technical lead to work independently during project stage. Task involved: to engage vendor on Host Teller module changes, verify FSD match the UR requirement, highlight own account transfer is omitted in UR and quickly facilitate change during testing, verify TSD is work accordance FSD/UR, work with testing team on test case design, work with user on testing approach and verify user's testing status, source code review and rollout preparation, identified transaction code that involved on this limit checking for parameter setup, resolved issue raised by tester/user, rollout.

**Results:** No exception and zero defects during rollout and all external account debit transaction are tracked accordingly. User can easily utilize the external account limit checking parameter to be included when introduce new transaction code.

## Project Addendum in HSBC (2008-2013)

*\*\* MYH represent project in Malaysia*

**Project Description:** (MYH) Enhance Commercial Banking Customer Profitability Report (Apr2013-Sept2013)

**Team Size:** 4

**Tools, Technologies & Methodologies:** AS400, object oriented design (API is used).

**Challenges:** Integrate whole banking system and impact FX calculation of bank's p&l.

**Details:** The project revamps the original concept of customer profitability report by using the transaction nearest market's rate instead of bank S&P rates to calculate the exchange margin. Involved in the user requirement specification by pulling related user get together, posting doubtful concern to draw user concentration on getting it done correctly during user walkthrough, perform impact analysis, create project estimation(scope/schedule/milestones), provide comprehensive system analysis in wide range of banking application component, clarify clearly user requirement on key inclusion & exclusion, prepare functional & technical design, internal resource planning and tracking, constantly revisit impact analysis to incorporate them, arrange SIT/UAT testing environment with IT counterpart, manage/strategize user testing, source code control and testing.

**Results:** The new approach will target to meet treasury and commercial banking expectation to get the nearest customer market position for treasury to filter more potential customer and offer better treasury products. This approach has got Hong Kong development manager attention as it could be the core solution.

**Project Description:** (MYH) Wealth Management Project – Introduce Paper Gold & Time Deposit on Gold (Aug2012-June2013)

**Team Size:** 20

**Tools, Technologies & Methodologies:** AS400, HP Quality Center, Reuter's system(nFOS), MUREX

**Challenges:**

New currency setup difficulty due to incomplete documentation & business - I have helped treasury team to identify the obstacles on a maintenance screen [which it was earlier identified as "not touching screen" and further push to produce a new procedure.]

**Details:**

Role Involved: Prepare functional specification, external design report, test scripts under gold exchange rates part. Help to verify HUB IT technical specification & SIT test case, negotiate all party with best effort on getting environment setup done in SIT stage, up front provide compulsory procedure and assemble seamless procedure on program release, timely track resource & project status, attend weekly meeting and communicate user expectation to HUB IT, source code control and testing, setup group instant message during release period and ensure system highest availability during deployment and provide fullest support on post implementation.

**Results:** Advance the bank as the competitive and comprehensive wealth management proposition and provide investor with additional yield enhancement opportunity.

**Project Description:** Pilot launch Commercial Banking credit approval relationship system in Australia & Malaysia (Mar-Oct2012)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center, OO, decoupling concept

**Challenges:**

1) Front end party works in Canada, which is different time zone as Asia.  
2) Due to cost constraint, an innovative UAT approach approached suggested by China IT to use shared environment among Asia-Pacific country and MYH testing environment selected as shared site. I consolidated MYH concerns on MYH legal/customer privacy issue/maintenance team concern and demonstrated dedication to reject this suggestion. Nevertheless, the innovative testing approach has kept the cost down for the rest of the Asia Pacific countries. (Eventually, Vietnam was chosen as the shared environment.)

**Details:**

This is a core package system with integrating local requirement into the system.

Australia: Contributed as BA to assist Australia PM in manage & deliver the project. Role involved: facilitate the necessarily document required by Australia requirement, conduct analysis impact and present to Australia IT, provide direction and guidance to outsource resources on local development as well as prepare mass implementer release, manage project changes and interventions, regular update PM on project status/milestones, project execution and project evaluation. Receive recognition from Australia business and Australia IT on this rollout.

Malaysia: Contributed as assistant PM - manage project scope definition, goals& deliverables for MYH, technical coordination with China IT, planning and tracking in house software resource, review on data migration plan, establish excellent negotiation skills to get core team apply local requirement which may apply to the group (cross entity relationship), manage user testing, deployment, project quality control, training to system user.

**Results:** Improve system 24\*7 availability

**Project Description:** (MYH) Introduce commodity murabahah trading concept on personal loan (May2011-Jan2012)

**Tools, Technologies & Methodologies:** AS400, IBM websphere 7

**Team Size:** 3

**Challenges:**

1) Pending Central bank launching upon UAT signoff for 2 months. Propose to business use an 'on&off' indicator to soft launch on source codes (YE closing project).

2) User requested additional requirement at the final stage of UAT which is not in scope earlier. Carry out feasible study instantly and deliver user expectation as it falls as audit requirement.

**Details:** Manipulate the existing loan drawdown and funds disbursement accounting sequence by introduce a new process of buy in commodity from Bursa. Lead role on this project: define project scope, conduct cost benefit analysis/impact analysis, gather & analyse user requirement, prepare external design report, prepare IT test case, manage user testing and system changes expectation, assembling and coordinating in house software resource, conduct weekly meeting with business user, deployment, post implementation review, quality assurance documentation.

**Results:** Benefit the bank obtains excellent customer response as the Islamic personal loan becomes a Shariah compliance product.

**Project Description:** (MYH) Miscellaneous enhancement arise from Commercial Banking credit assessment system (Oct2010-Dec2011)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center, IBM Websphere 7 , UNIX

**Details:** A series of fixes carried out to stabilize the system:-

- Support joint customer application.

- Only ETB customer able to process and disallow NTB customer to open via the system.

- Produce local credit approval & declined report to user.

- Automate application's overdraft and limit line approval in HUB.

- Enhance system to allow maintenance team to be able to change the facility line number for new maintenance

- Introduce a new "sequence" button to reduce application processing turnaround time.

- Develop a stringent "Checker & Maker" process to reinforce the audit trail.

- Introduce a new Special VIP indicator to handle 3<sup>rd</sup> party checking.

- Revisit a common production problem and activate a core function to reduce system patching (reduce 70% patching)

**Results:** System stable down in 1.5 year time and received good feedback from system user.

**Project Description:** (MYH) Auto Letter Offer for Commercial Banking credit assessment system (Jan2011-Mar2011)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center, IBM websphere 7 , UNIX

**Challenges:** The project turns down due to lack of budget from project sponsor

**Team size:** 5

**Details:** Business user conveys the manual effort of LO preparation is not cost effective. Provide available solution of either adopting activate embedded features reside in existing system or used group in house development under IBM Lnotes platform. Conduct impact analysis checklist on 3 aspect: organization, business process, technical. Conduct various meeting on getting near to final deliverables, post concern to business PM on should not look on current user requirements but also the flexibility and scalability to support long term objectives, post constraints to user on first stage perfect deliverables vs cost vs time is unmanageable.

**Results:** Ultimately the project was abandoned due to budget constraint.

**Project Description:** (MYH) Pilot launch new Commercial Banking credit assessment system (Mar2010-Oct2010)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center, IBM websphere 7 , UNIX

**Challenges:** Incomplete end-to-end user involvement (detected after project release)

**Team size:** 5

**Details:** Introduce and deploy a pure new credit assessment system to Commercial Banking. Role: finalize terms of reference from IT perspective, define high level schedule of key activities and milestones, gather & develop MYH user local requirement, analyse constraints and suggest the comprehensive/complete approach, design screen layout, timely track project and monitor project progress, cater program to integrate with local HUB system, data conversion analysis, assess/mitigate risk, conduct weekly meeting, deployment & training, deployment.

**Results:** Weak in application booking stage as maintenance user not involve in project. Business user made a Post Implementation Review after system released 7months about its poor system functionality. A series of fixes implemented and system stabilize in 1.5 years' time.



**Project Description:** (MYH) HUB Lending system implementation (Nov2009-May2010)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center, IBM websphere 7, UNIX

**Team size:** 10

**Details:** Convert term credit loan into lending system loan. Role: as a system engineer to conduct necessity program changes and system testing. Since here, MYH manager recognized me as steadfast IT on general banking accounting entries.

**Project Description:** Canada HSBC HUB Gold Suite 1.0 (June2009-Apr2010)

**Challenges:**

1) Different time zone. I worked according Canada time zone in 2 months' time (1<sup>st</sup> month during UAT in Oct2009, 2<sup>nd</sup> month during deployment in Apr2010)

2) The release procedure on local system is wrongly specified by others, whereas I manage to resolve the problem in less than 1 hour during production deployment (recompile about 50 objects).

**Team size:** 20 (MYH IT itself)

**Details:** MYH IT engaged to assist Canada upgrade HUB version to OneHSBC Gold Suite 1.0. I assist as a software engineer from beginning and dedicated became 2<sup>nd</sup> main support contact to Canada IT. Show resilient & responsible to take up different IT role when necessarily, lead role in source sync & mass implementer release, provide solid finding on HUB changes, manage different IT checklist and requirements, provide fullest support on UAT where user can rely on, provide & develop backup plan on manual release, prepare the readiness on system release, communicate to MYH IT effectively despite work under different time zone, provide Canada IT on training link on their local system, system deployment. System component involved: internet banking, HUB core banking system and their local system 1) Signature Imaging System & 2) Workflow Management System (in which I become their local system subject matter expert).

Received gratitude appreciation from Canada IT after system deployment.

**Results:** Enabling Malaysia IT recognize as efficient & technical talent in group. I first time exposure on large scale banking environment and involved in different IT role.

**Project Description:** (MYH) INSTINCT v4 upgrade & server migration (Feb2009-June2009)

**Tools, Technologies & Methodologies:** Microsoft Windows 2003, AS400

**Details:** A 3<sup>rd</sup> party software upgrade from v3.4 to v4 and server migrate from MYH to Hong Kong. Role involved: work with vendor & Hong Kong IT closely on data migration; handling user expectation on new and existing requirement, review data purging methodology, prepare & communicate to all party on system release procedure.

**Project Description:** (MYH) 1) CCRIS enhancement 2) CCRIS server upgrade (2009)

**Tools, Technologies & Methodologies:** AS400, Queue Manager, IBM Websphere 7, M.Windows XP

**Details:**

1) Engage 3<sup>rd</sup> party vendor on CCRIS on various system enhancement. Ensure strict production access by vendor only on system release.

2) Work together with local IT operator on CCRIS server upgrade from Windows Server 1998 to Windows server 2003.

**Project Description:** (MYH) Miscellaneous enhancement on Retail Banking Credit Assessment (from 2009-2013)

**Tools, Technologies & Methodologies:** AS400, HP Quality Center, IBM websphere 7, Connect Direct, sFTP

**Details:** From 2009-2013, I involved multiple enhancements in facilitate the changes into this system

- Assist risk management to implant various regulatory and policy requirements into the system, where the system risk evaluation are assessed via internal scorecard system.

- Introduce new product code for personal Business Premise Financing

- Facilitate HSBC payroll acquisition customer to open account on their personal loan account with special condition.

- Whole banking credit card upgrade in 2011

- Introduce various tier rates for Islamic personal loan.

- Involve in automate letter offer via internal software.

- Engage new vendor to facilitate a new mortgage enquiry interface system for internal & external business partners.

- Various interface software/firmware upgrade: PKZIP, Connect Direct, sFTP. Key person of this system on: disaster recovery, AS400 OS upgrade, lpar upgrade to iSeries High Availability.

- Generate card application credit assessment status file to credit card application staging system in Hong Kong.

- Generate personal loan application credit assessment status file to personal loan application staging system in Hong Kong.

- Recently appointed as application system main coordinator on Hong Kong Connect Direct server upgrade from AIX to LINUX server.

## References

CHIN LEE KIAN

012-6761460

HSBC Bank Malaysia Berhad

IT Manager

Relationship: Previous Manager

leekianchin@hsbc.com.my

YONG SUN PEI

012-6299533

HSBC Bank Malaysia Berhad

Project Manager

Relationship: Ex colleague

sunpeiyoung@hsbc.com.my