

KAN, WAI KITT

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Age: 28



OBJECTIVE

Seeking a challenging career opportunity where I can harness my technical skills and work experience to develop, improve, innovate and execute business strategies.

PROFESSIONAL EXPERIENCE

1. Accenture Solutions – IT Analyst (Dec 2012 – Present)

- Telekom Malaysia - STORM Project
 - Successfully delivered the release of new IT Service Management (ITSM) modules within the time frame by leading the team. Tasks include managing and coordinating User Acceptance Test (UAT) Sessions, UAT Closure Memo Sign-Off, Production and Post-Production Support
 - Oversee build phase status to ensure completion of the product is within the timeline
 - Strategize to ensure high quality products and processes are provided to clients
 - Analyze raw data extracted from ticketing system for troubleshooting and resolve potential major issues by identifying possible "bottleneck" situations
 - Played a key role in Business Development such as managing project implementation to ensure success and analyze value proposition delivered to the clients
- CELCOM - BSS Project
 - Responsible for Oracle Siebel and Inquira Application e.g. Development (DEV), System Testing (ST), System Integration Testing (SIT), User Acceptance Testing (UAT), Training (TRG), Production (PROD)
 - Troubleshoot environment issues in all phases such as performing ping test and analyzing Java GC logs
 - Oversee Siebel Application Environment release for Production (PROD) to ensure continuous usability by the clients
 - Managed Siebel programmers to perform daily tasks

2. Zenith Engineering and Trading Sdn. Bhd. – Project Engineer (April 2009 – Nov 2012)

- Effectively completed large scale KLCC project worth RM50mil
 - Designed layout for Fan Coil Units, piping and ductworks

- Performed Testing and Quality Checks with consultants
- Ensure materials and equipment comply with standards and requirements of the specifications e.g. ERW, JIS, API
- Conducted Material Take Off (MTO) processes to ensure quality and quantity of materials and equipment meet the specifications
- Obtained Sign-Off for required documents from Local Authorities
- Identified and recommended alternative routings for materials and equipment

EDUCATION

- 1. Monash University - Bachelor of Mechanical Engineering (Honours)** **(2005-2008)**
Second Upper Class
- 2. Taylor's College - South Australian Matriculation** **(2004)**
TER score of 90.65% (Top 10% of all Australian Year 12 students)
- 3. Sekolah Menengah Kebangsaan Taman S.E.A.** **(1999-2003)**
SPM (5 A1, 1 B3, and 2 B4) and PMR (5 A and 2 B)

SKILLS AND CURRICULAR ACTIVITIES

1. Linguistic Skills

- Spoken: English, Malay, Cantonese
- Written: English, Malay

2. Computer Skills

- Oracle Siebel, Inquira, Microsoft Office (Word, Excel, PowerPoint, Visio), Adobe Photoshop

3. Additional Skills

- Experience in project management and vendor management
- Ability to collaborate with senior management in providing strategic planning
- Ability to work independently and take leadership roles
- Studying abroad demonstrates the desire to explore new cultures and the ability to integrate quickly with people from diverse background

4. Extra-curricular activities

- Assistant Patrol Leader for Scouts
- Facilitated and organized annual campfire
- Committee Member of Leo Club
- Participated in Leo Leadership Camp
- Organized multiple sports competition (e.g. futsal, swimming, badminton)