CHAN CHOW PING

House Address: A-13-06 Covillea,

No8, Jalan Jalil Perkasa 7, Bukit Jalil

Mobile: +6012 7478521

E-mail: tccp35@gmail.com

Summary of Qualifications:

- Agile, results-oriented IT management professional with over 16 years of diverse experience in IT Infra & Operations, Service Delivery, Cloud/SaaS, and Global Service Desk.
- Demonstrated ability to achieve outstanding results through a practical, hands-on approach while working effectively in teams.
- Strong strategic mindset with a vision to expedite product development and drive business growth for startups.
- Effective communicator and coordinator, adept at fostering collaboration between business stakeholders, teams, and vendors across different regions.
- Extensive network of technology vendors in the Asia region, facilitating rapid market capture for businesses.
- Led successful transformation initiatives, ensuring security, operational efficiency, and compliance during the transition from startup to a publicly listed company.

WORKING EXPERIENCE:

Company Name: bolttech

Date Joined: Dec 2017   **Date Left:** Present

Position Title: Head of IT Infrastructure

Job Responsibilities:

- Directed the effective and efficient delivery of business-critical IT projects, ensuring alignment with organizational strategy and operations.
- Consolidated and migrated disparate tech stacks into a standardized system, spearheading the development of the largest collaboration platform within the company.
- Transformed the collaboration platform into an ecosystem, reducing operational costs and enhancing overall efficiency.
- Provided support and enhancements to Group IT infrastructure, including cloud infrastructure, digital collaboration workspaces, and security measures.
- Ensured the availability of critical IT systems in accordance with Service Level Agreements (SLAs).
- Oversaw all aspects of Group IT infrastructure and operational support across Asia and Europe.
- Created annual operating and capital expenditure budgets, effectively managing budget performance.
- Provided strategic and tactical direction for all aspects of Information Technology, including day-to-day IT operations, infrastructure design, implementation, automation, outsourcing practices, and maintenance.
- Offering architectural oversight for IT infrastructure systems, aligning them with a 5-year infrastructure roadmap and objectives.
- Demonstrated strong service delivery and execution, facilitating IT infrastructure solutions, development, and decision-making processes.
- Developed a vision for IT infrastructure in alignment with the business product roadmap.
- Established and managed a multi-tier support hub for global support operations.
- Drove initiatives to streamline, standardize, and strengthen performance, reliability, robustness, and scalability across the company.
- Provided senior management with an enterprise-wide perspective, contextualizing strategies, plans, and associated risks of Information Systems projects.
- Set operational and tactical direction for Information Systems utilization, including budgeting and return on investment considerations.

Company Name: Warisan Tan Chong Management Services
Date Joined: June 2015   **Date Left:** Dec 2017
Position Title: Head of IT Infrastructure
Job Responsibilities:

- Overseer entire group and subsidiary business of IT Infrastructure including technology roadmap, project, security, compliance and audit
- Working closely with all subsidiary business head on IT technology roadmap and seek stakeholder approval on budget
- Lead and collaborate with IT team member to effectively coordinate the activities across multiple business units
- Facilitate regular communications between the IT team and business units team related on planning and IT related challenges
- Provide guidance and consultation to the infrastructure team on remediation approaches and activities

Company Name: Mayflower-Amex Corporate Travel Services
Date Joined: June 2013   **Date Left:** June 2015
Position Title: IT Assistant Manager, Head of IT
Job Responsibilities:

- Provide technical consultation services to IT team with regards to design, architecture and operations of new/existing business application from network & technology infrastructure perspective
- Work closely with business users for any requirement and related to project implementation activities
- Manage the formulation and implementation strategies/plans of network & technology infrastructure while ensuring stability & availability of the business application
- Management of infrastructure services availability, performance, events and alerts for the preventative maintenance and troubleshooting
- Evaluation, selection, research and development of business application, network & communication technology, standards, upgrade paths and technology improvement plans
- Establish and maintain good vendor relationship, and be continually updated with latest technologies in the market that would assist the business
- Lead, plan and carry out PCIDSS Compliance assessment for in-scope business units
- Propose and maintain suitable Disaster Recovery sites and solution, and implement the backup strategy consistently in order to ensure that business content is secure, safe, compliance and available.

Company Name: AsiaSoft Online PTE LTD.
Date Joined: April 2011   **Date Left:** April 2013
Position Title: Senior Infrastructure Engineer
Job Responsibilities:

- Manage VMware Infrastructure
- Monitor/Migrate/Upgrade/Patch/Backup VMware (vCenter, vSphere), Windows OS 2003, 2008 and Linux
- Implemented VMware ESXi server to provide multiple virtual hardware platforms while keeping hardware costs and energy consumption down.
- Build and deliver to commitments or scheduled delivery dates.
- Participates in strategic planning and development associated with future design, performance, and capacity management with other ITS operating organizations
- Strong interpersonal, organizational, customer service, computer and computer application skills.

Company Name: AEON Credit Service Bhd.
Date Joined: December 2007   **Date Left:** March 2011
Position Title: IT System Engineer
Job Responsibilities:

- Provide systems administration, maintenance, and support for IT infrastructure environments specializing in Windows OS, Hyper-visor and SAN.
- Work with a team of engineers to act as Level 3 support for servers troubleshoot incidents escalated from Level 2 support.
- Act as the primary point of contact in high-severity incidents.
- Work with other groups to restore service in accordance to the established SLA for the incident. Examples of other groups are Backup, Messaging, Network, Production Support, Middleware, DBA, etc.
- Implements new technologies as appropriate – keeping management abreast of the new features and providing training to end users and colleagues.
- IT Resources Management - plan, propose, set up, implement data backup administration, servers' maintenance and computer security system
- Prepare and manage project schedules while monitoring progress to achieve successful delivery within budget
- Ensure enterprise servers are compliant to various corporate standards.
- Provide training to Level 1 and 2 support staff.
- Undertake special assignments and projects as instructed
- Monitors operating system activity and makes tuning adjustments based on results and analysis.
- Manages system security and remote access.

Company Name: Computer System Adviser (M) Bhd.
Date Joined: July 2006   **Date Left:** December 2007
Position Title: Engineering Assistant
Job Responsibilities:

- Identify, analyze, isolate and resolve technical (IT) issues and provide technical support for IT infrastructure & systems
- Ability to troubleshoot Client peripherals (Desktop & Laptop) and Printers (Laser, Ink and Dot matrix), desktop and server support
- Capable of maintaining a high resolution rate whilst working to service level agreements

Skills:

- Cloud (AWS/GCP/Azure) Infra technical knowledge
- Microsoft 365 Collaboration and Security Suite
- Workspace Automation
- Cloud Virtual Desktop
- Physical Infra (Server/Network/OS) technical knowledge

EDUCATION:

- Bachelor of Business Information System (2005 – 2006)
- Higher Diploma in Software Engineering (2002 – 2004)
- Sijil Pelajaran Malaysia (1993 – 1997)

CERTIFICATE:
- VMware Certified Professional 4 (2012)
- Dell Certified System Expert On Foundation 2007 Portables (2007)
- Dell Certified System Expert on Foundation 2007 Desktop (2007)
- Dell Certified System Expert on Associate Server (2007)