



Strictly Confidential - Resume

**AI – Fazirul Abdullah
(Managing Director)**

Executive Summary

Fazirul has over 23 years of experience working for large multinational organizations such as HP, IBM and Ericsson covering APAC & Australia region with expertise in Business Management, P&L, Sales, Customer Facing, Technology Implementation, Professional Services, Project Management, Software Development, Support & Maintenance and Partnering

Some of the largest project in access of USD100Mil includes Telkomsel & Indosat in Indonesia, Telstra & Vodafone in Australia, Viettel & Mobifone in Vietnam and Axiata Group in Malaysia

Latest, Fazirul is the Managing Director of Sacofa Sdn Bhd where through his leadership & technology capabilities optimized both the business and operations of the company resulting in RM200Mil revenue with a Gross Profit Margin of 65% and cash reserves of RM200Mil.

Prior to Sacofa, Fazirul was the Chief Executive Office for Naza Communications (Under Naza Group of Companies) heading and building the Technology Pillar with multiple revenue streams focusing on Telecommunication & Technology Infrastructure, Solution Development, CxO Stakeholder Management, Security, Expansion, Support & Maintenance.

Besides Malaysian conglomerates, Fazirul was heading and growing the consulting business for Ericsson APAC and doubled up as CSI Regional Program Director for complex high valued projects reporting directly to Ericsson HQ in Sweden. In the Global industry, Fazirul had worked for IBM Global Services as Business Transformation Director and Hewlett Packard Professional Services as Associate Partner.

Fazirul was also a pioneer in Fiber Optics Nationwide implementation coupled with Business driven technology architect for land, undersea and satellite global exchange connectivity when he was in charge as Chief Operating Officer for Time Telekoms.

During his career in Time Telekom as a COO, Fazirul brought in investors and technology players from the international market to contribute toward the implementation of Malaysian Nationwide fibre optics network and International payment gateways. The successful fibre optics implementation, rich contents, products packaging and payment gateways are currently generating USD\$50 million in annual revenue.

Other prominent achievements and contributions made by Fazirul during his career includes turning around companies into profitable industry players, building and growing professional services, security forensic & audit, workflow automation, revenue optimization, processes improvement, business process outsourcing, delivery management with centre of excellence and using out-of-the-box ideas to support business needs and revenue growth.

While working, in 1995 Fazirul embarked on distance learning leading towards Master Degree in Computer Sciences (2000) from Ashington University, United Kingdom and has completed a vast amount of training in top management courses from Ericsson, Hewlett Packard & IBM both locally and internationally.

Ashington University has now been acquired by other education entities and no longer exists as a brand; however Fazirul's experience in the technology industry and his Master Degree acquired through distance education has attracted some of the largest global giants including Microsoft approaching him for senior global roles in the latest technology driven business.

Current Duties

- Alignment with Company Board of Directors Vision, Aim and Progressive Growth
- Business Transformation & Optimization with measurable outcome in P&L
- CAPEX & OPEX budgeting, monitoring, optimization and improvement
- Strategize, Define, Execute & Lead the IT, Telecommunications and Technology delivery roadmap
- Telecommunication Asset expansion: Fibre Optics, Undersea Submarine Cables, Satellite Connectivity, Cloud Enablement, Machine Learning, Artificial Intelligence & Security product portfolio
- Manage project delivery with risk mitigation, resources skill enhancement, budget and business process re-engineering.
- Heading the preparation and definition of delivery and technology architect in line with company business and technology strategies including execution and implementation to meet pre-set goals
- Optimizing & Managing IT Ops plans for governance, security, backup and disaster planning and recovery.
- Supervise all functional areas of technology including software design and development, enterprise architecture, quality assurance and testing, production operations and technical support, network and systems administration, and information security management.
- Drive a software development life-cycle - Solution Life-cycle Management process and culture that ensures the appropriate balance in which quality products are produced in a fast-paced, dynamic environment
- Includes managing the technology organization's information security, disaster recovery, and business continuity efforts.
- Work in partnership with internal functional teams as a technology partner in forwarding business capabilities

Skills & Experience

- 20+ years of experience in implementing solutions for Technology, Telecommunication, Banking, Oil & Gas, Automotive and Utilities Industry
- Created the blueprint for Ericsson with international standards in software development, testing and documentation.
- Built, Implemented and Maintained IBM Centre of Excellence for best practises and learning from actual project implementation learning
- Pioneered the implementation and automation of workflow for project approvals, assessment, collaterals and risk mitigation
- Dynamic leader of a high-growth technology organization, continuously contributed to Ericsson R&D from feedback obtained onsite from customer experience and actual onsite usage for product development and improvement
- 15+ years of experience in software design and development, including web-based environments.
- 20+ years of management of technical teams, including responsibilities for hiring, management, resource allocation, and budgeting.
- 20+ years in project delivery, transformation, migration, OSS, BSS, ADM and Managed Services

Career History

Sacofa Sdn Bhd (Sarawak State Concession Holder) Managing Director

(11/2021 – Current)

Reporting to the Company Board of Directors and Sarawak State Govt for technology and telecommunication related planning, implementation and business profitability including nation building and providing technology solution/access across Borneo & Kalimantan.

Business Achievements

Stakeholder Management – Engaging stakeholders both Government and Company Board Members to manage the State and Federal funding for the roll-out of technology driven projects with an average portfolio of RM500mil

Business Leadership – Crafting and designing technology driven business blueprint to ensure profitable investment by improving technology capabilities and optimizing business profitability achieving Gross Profit targeted margins of 65%

Technology Capabilities – Re-using over 20years of technology experience acquired from Ericsson, Hewlett Packard and IBM for the implementation of technology driven projects with expedited implementation of Cloud Data Centre, Smart Telecommunication Towers, Network Operating Centre and various other mega projects.

Asset Management & Expansion – Over 2,000 Telecommunication Towers, 11,000km of Under-Sea Submarine Cables and On Land FTTX spanning the entire Borneo, expanded further on each of these portfolios and included International Gateways for IPX and Satellite Connectivity. Improved average yearly revenue to RM200Mil

Business Optimization – Involved at all levels of technical and business operations using vast amount of learned experience to optimized and improve CAPEX & OPEX resulting in allocating cash reserves of RM200Mil as well as savings of RM300mil in CAPEX/OPEX

Team Structure Alignment – Re-organized Company team structure from Network Driven structure to Sales and Customer Driven structure using business aligned technology to solve customer and government pain points, resulting in multiple projects awarded by the state government increasing business revenue and stake holder satisfaction.

Naza Communications Sdn Bhd
(NAZA Group of Companies)
Chief Executive Officer

(01/2018 – 05/2021)

Reporting to the Board of Directors with overall responsibility for company growth with full P&L responsibility. Built 300 Own Built Telecommunication towers and 90 MCMC towers along with technology transformation, 5G enablement, IoT and partnering with Cloud Service Providers and Data Centers.

Business Achievements

- **Business Strategy** – Head of Technology Vertical for Naza Group generated additional revenue by introducing PMO & Professional Services supporting Telecommunication Infrastructure. Growing skill sets and capabilities to support technology evolution and support customer business needs.
- **Company Growth** – Expanded Company footprint in the Technology & Telecommunication industry implemented 300 Telecommunication Towers to bring Mobile & Data Coverage across Nation and currently transforming to hybrid towers supporting IOT and Big Data Analytics.
- **Revenue Stream** – Created multiple revenue streams by carving out various regional projects, solution & product development and setting up Project Management Office to track and control actual deliverables and milestone completions. Yearly recurring revenue increased from 8Mil to 20Mil.
- **Team Management** – Enhanced team work and skill levels by re-aligning required skills against technology deliverables and outsourcing where needed to support customer demand. Cost Optimization further reduced Cost of Sales and Operational Cost. Established Project Management Office nationwide for support and monitoring.
- **Customer Management** – Engaged customers at both C-Levels and working levels at various stages of project progress to ensure expectations and scope of work are aligned. Aligning with State and Regulators improved time to market by speeding up approvals and licenses.
- **Partnering** – Lead the 3rd Party Partnering program to bring together vendors and solutions providers to build up capabilities, solutions, and services to optimize time to market and optimize revenue generation window. Team play to enhance solutions with other license holders and distributors. Naza became the one stop solution centre for technology delivery.

Ericsson Global Services (01/2012 – 12/2017)
Head of Consulting Business OSS/BSS/Transformation & CSI Regional Program Director (Service Delivery)

Reporting to Ericsson HQ and Regional Office with P&L responsibility for growing the Professional Services revenue and profit margin including growing the required skill sets and cross border resource management.

Business Achievements

- **Axiata International** – Successfully accomplished agreed milestones and led the Ericsson task force in collecting revenue and handing over the completed milestones to customers with additional revenue for Managed Services. Continuously engaged with CTIO and VPs to ensure alignment of project deliverables and continued business.
- **Celcom (Malaysia)** – Implemented & Supported Business Intelligence Project for Celcom and was selected by Axiata management for re-use of best practises within Axiata international group of companies.
- **Telkomsel (Indonesia)** – Headed and Managed the expected phase by phase implementation of Indonesia nationwide Business Transformation and Next Generation OSS enhancement projects (liaising with C-Level, VPs and working level for end-to-end governance and management)
- **Indosat (Indonesia)** – Invited to sit in the Steering Committee for OSS/BSS/Security expansion and forward planning. Generated additional revenue streams for Ericsson with direct awards.
- **AIS (Thailand)** – Scoping and implementing trial runs using live customer data for AIS solution requirement, transformation and Proof of Concepts. Automated tasks using python and selenium improving productivity by 40%
- **SMART (Philippines)** – Lead role for SMART Next Generation Service Assurance Project using Ericsson and 3PP combined solution to cater for customer business needs. Enhanced Customer Satisfaction Index.
- **Telstra (Australia)** – Ericsson EEA Live Trial run PD and advisory role in support of Telstra Business Goals, Use Cases, KPI, Big Data Lake and Analytics. Secured project for Ericsson over multiple competitors.
- **Mobifon & Viettel (Vietnam)** – Various projects for local Ericsson Business Unit covering Delivery, Operations Transformation, Solution Life Cycle Management and assisting Key Account Manager during customer engagements

IBM Global Services (04/2010 – 12/2011)
Business Transformation Director Services

Reporting to IBM Global Services Head with overall responsibility for the APAC region optimized customer satisfaction, involved in customer transformation planning roadmap and generated multiple revenue streams.

Business Achievements

(Telekom Malaysia, Celcom, Maxis, XLT, Indosat, Telkom) - Project Director on behalf of IBM.

- **Celcom Malaysia** - Project Director for Celcom Enterprise Business Intelligence project and Celcom Next Best Action project running simultaneously in parallel with interdependent critical paths. Major achievement completed planned payment milestones.
- **Telekom Malaysia** - Client & Partner management at CxO level addressing various business objectives and growth planning with supporting delivery & support strategy for business optimization and enhancement
- **XL, Indosat, Telkom Indonesia** - Monitoring and guiding various projects in Indonesia together with team partners in implementing OSS & BSS solutions, including Business Intelligence, Network Monitoring, Campaign Management, Loyalty Programs, Managed Services, Billing and CRM
- **Indonesia & Vietnam** - Business Transformation of various Telecommunication business transformation projects covering OSS & BSS business critical data sources in line with business objectives and goals.
- **Regional Customers** - Stakeholder management and CxO level interfacing with periodical updates on various project movements and dependency check and balance
- **IBM Customer Satisfaction index** improved with documented sign off from customer VP meeting all pre-set KPI & Performance Index

Hewlett Packard – Associate Partner (03/2002 – 03/2010) **Consulting, Managed Services & Outsourcing**

Customer facing & consulting services focusing on Managed Services and Outsourcing at CxO level with industrial exposure in Telecommunication, Finance, Oil & Gas, Banking and Manufacturing.

Business Achievements

HP Projects successfully implemented covering IT, OSS & BSS:-

- **Vodafone Australia** – Data Centre Implementation, Business Transformation and Large Data Lake (Data Mining) for Business Intelligence. Including Planning, Implementation, Handover Support & Maintenance
- **Telstra Australia** – Managed Services, Application Development & Maintenance including Solution Life Cycle Management, Revenue Assurance and Campaign Management
- **Telenor Group** – Group wide identification and consolidating of assets to improve business ROI, Support & Maintenance including Optimization of Business and Operational Support Systems
- **Ooredoo Group** – Business Transformation for group wide subsidiaries involving Business Process improvements, Tools enhancements and People up skill
- **Maybank Malaysia** – Business Process Improvement, Disaster Recovery Infrastructure, Security Enhancements, Transformation of Bank End Supporting Systems aligning to Business Goals and KPI for daily monitoring and measurements

HP Regional PMO Head

- Managing & Guiding various regional HP mega projects with regional project directors and stakeholders
- Final team reviewer for various proposal, project scope and commitments to customer aligning HP Best Practises and ways of working
- Creating new business opportunities and up-sell within the install base (regional customers) by promoting upgrades, enhancements, capacity expansions and support & maintenance.

TimedotCom (Time Telekom)

(02/2001 – 02/2002)

Chief Operating Officer

Special Projects & Data Centres – Outsourced via HP

Plan, implement, manage, operate and support large telecommunication and billing projects including Time nationwide Fibre optics roll out.

Business Achievements

- **Time Data Centre Implementation**

Planning, design, implement, manage and operate Time Telekom Data Centre distributed internationally and commercial equity sharing with international organizations

- **Time Telekom Call Centre Implementation**

Planning, design, implement, manage and operate of Time Telekom Call Centre in collaboration with Accenture

- **Head of PMO** (Fibre Optics Nationwide project implementation)

Customer facing and Stakeholder management include Program Management (multiple concurrent projects), business planning and pipeline management for new business launching and promotion. Successfully implemented Time Nationwide Fibre Optics Network with International partnering

- **Time Telekom Special Projects**

Management of special projects initiated at BOD level for international partnership and equity sharing. Status update, reports and recommendation and BOD Level (chaired by the Malaysian Prime Minister's Office representative)

- **International Business**

Brought in foreign investors & Solution Partners to participate in the implementation of Nationwide Fibre Optics by way of Equity Share holding and lead the implementation of Surrounding Support Systems

Hewlett Packard (Malaysia)
Project Director Telecommunication SEA

(02/1996 - 01/2001)

Lead responsibility for the planning, deployment, implementation support and enhancement of multiple telecommunications, OSS and BSS projects for South East Asia, with valued at USD\$100 Million

Business Achievements

- Telekom Malaysia CRM Project Implementation
- TM Touch Prepaid Billing System implementation
- Telekom Malaysia Data Centre Implementation
- Built & grew the Security Audit Team for periodical Security Audit
- Telekom Malaysia Nationwide Network & ISP Implementation
- Telkomsel Indonesia Data Centre & Telco OSS/BSS implementation
- Telekom/Celcom/Maxis VAS Project management
- Management Consulting on new initiatives and R&D for Telco Solutions
- Overall P & L responsibility for Project Delivery & Services
- Customer Management and Client facing at South East Asia Level
- Development of Core Competent Technical and Customer Facing Team

Siemens Nixdorf
Business Unit Director
Information Technology & Telecommunication

(02/1992 - 01/1996)

Overall responsibility in managing the production, delivery and installation of Unix Servers for the South East Asia region together with procurement of peripherals and devices on project basis.

Business Achievements

- Regional head for Technology Solution and Project Management
- Project Director for South East Asia Telecommunication production and procurement
- Project Coordination with third party solution providers and vendors
- Business Development and Pre-Sales Consulting for High End Storage Systems
- Project Director for Systems Integration, Telecommunication and R&D
- Guiding the Board of Directors in new business solution and R&D initiatives
- Vendor selection for project integration and deployment
- Ensuring project completion according to time, budget and manpower
- Resource coordination for South East Asia Projects
- Project progress reporting and client facing
- Coordinating subcontractors and project team players for client deliverables
- Business Development for Data Centre Outsourcing and Project Management

**Sapura Advanced System - MIS-Manage
Telecommunication Data Centre**

(01/1985 - 12/1991)

Plan, design, implement and support IT-Telecommunication Data Centre for Sapura Adam PCN1800 which was eventually sold to Time Telekom while maintaining Data Centre as an outsourcing business

Business Achievements

- Planning & Procurement of IT and Telecommunication equipment
- Data Centre Management and Operation of Telecommunication solutions
- Security Audit, Testing, Hardening & Forensic including Security implementation for Royal Malaysian Air Force Asset Tracking System
- Project Managing Telecommunication, Systems Integration and R & D
- SMS Technology Innovation for real-time automated alerts with KPI
- Overseeing the manufacturing and delivery of Telecommunication equipment
- Committee member at Sapura Group Level for Technology related matters
- Involved in PM's Management Consulting group for MSC related project
- Fine-tuned KLIA-TAMS project for PM's department

Personal Details

Name: Al – Fazirul Abdullah

Address: Kuala Lumpur, Malaysia

Nationality: Malaysian

Date of Birth: February 26, 1965

Languages: English and Bahasa Malaysia

Contact No: Kuala Lumpur 0194433088

Email: alfazirul@gmail.com

Education

Ashington University, UK (2000)

Master of Computer Science, Major in Information & Computer Sciences (Distance Learning)

College of Professional Management, UK (1987)

Advanced Diploma in Computer Sciences and Modern Management

London School of Insurance, UK (1985)

Associate of Chartered Insurance Institute, ACII, UK

Stamford College, Penang (1984)

Associate of Chartered Insurance Institute, ACII, UK

International Professional Training

- HP Project Management Methodology (Focus PM)
- HP Bid Management & Customer Management
- HP Project Opportunity, Presentation and Approval Request
- HP Project Financials & Contract Negotiation
- HP Managed Services & Outsourcing
- HP International Best Practices
- HP Knowledge Management Database and Information Sharing
- Ericsson & IBM – Various global best practises management training

Languages

Bahasa Malaysia (Fluent), **English** (Fluent)