	Khairul Nizam Idris HEAD, Network and Technology ALTEL Communications (+60) 193303051 | knizamidris2011@gmail.com | Kuala Lumpur
Experience	Result driven professional with and proven technical management experience. More than 19 years of program managing cross functional, internal and external engagement for fluidity of implementation with most optimal operational practices. Constantly engaging with market research and market study to pinpoint the right approach and strategy, at the right time with the most cost-effective execution yielding to the high returns to the business. Well verse in Project Management Professional and Agile Methodology with the aim to control execution aligning with cost, scope, timeline and quality.
Dec 2021 - Present	**Head, Network and Technology** Altel Communications Sdn Bhd 1. Forecast, drive and operationalise Technology and Network scope. 2. Translate of requirement of Network Infra, Technology and IT for capex and opex requirement of financial analysis. 3. Business Plan formulation from Network and Technology point of view and its P&L implications. 4. Develop technical aspects of the company's strategy to ensure alignment with its business goals. 5. Synergizing IT, Telco and Network through holistic digitalisation and orchestration programme. 6. Strategize the requirement improvement by providing development plans, technology expertise, technical support to support internal and external stakeholder. 7. Managing yearly budget requirements and implementing smart spending approach.

	8. Managing and operationalised cost efficiency and consolidation approach of servers, systems and backend requirements. 9. Develop and strategize short term, medium term and longterm network, technology and IT strategic plans aligning to IR4.0 and company strategic goals. 10. Strategize purchasing plan and contract renewal of systems, rentals, and services are systematically drafted, approved and submitted to relevant stakeholders to meet internal process requirements. 11. Actively involve with industry providers, regulators, Telco, SBC and Local authorities to facilitate operational needs and goals. 12. Monitoring of Network and IT efficiency and upgrading and maintaining of systems business processes and policy. 13. Maintenance of Network and IT policy and internal governance. 14. Managing effective security measures to minimise risks to security. 15. Increasing end user satisfaction levels by constantly improving relevant applications. 16. Liaising with department heads, business and system users and other stakeholders to ensure maximum effectiveness of Networn and IT operations. 17. Coordinating upgrades, migrations and replacements of hardware and software utilities to ensure service and business continuity with high SLA. 18. Ensuring the company has a suitable disaster recovery policy and adequate contingency plans.
Jan 2021 – Dec 2021	**Head, Channel Innovation and Fintech** Bank Kerjasama Rakyat Malaysia Berhad 1. Manage strategic implementation roadmap for virtual and physical channels - digital innovation and omni channel strategy to support business objectives. 2. Drive thorough business and technology analysis on new digital channel innovation. 3. Drive digital channel change management strategy and execution. 4. Established business model for collaboration between banks and 3rd party for fee-based profit sharing.

	5. Manage mobile banking strategy, execution and adoption. 6. Managing digital payment landscape in banking to be leveraged at other channel ie Fintechs, digital banks etc 7. Manage business mobile application (that accommodates digital payment, agent banking and other strategic features. 8. To strategize, develop and sell in yearly business plan and enhance existing platform of Mobile Banking. 9. Drive strategic implementation of digital branch strategy. 10. Drive towards self service capability and enablement. 11. Drive strategic fintech partnership and collaboration to expand Bank Rakyat digital channel through Fintech products and services. 12. Drive strategic and digital channel UI/UX 13. Drive customer experience and customer journey 14. Change on product centric to customer centric 15. Collaboration with IR4.0 strategic digital strategic to add value to Bank Rakyat digital journey 16. To continuously enhance the business processes in delivering efficient and effective services. 17. To conduct market intelligence and competitors' study and set benchmarks against best practices in the market. 18. To constantly identify & develop new potential markets & new business opportunities/partnerships. 19. Manage yearly budgets and prioritisation of projects/plans to bring value to business.
Jan 2018 – Oct 2020	**Managing Director** KNRK Management Sdn Bhd Entrepreneur **Telecom Consultation, Architect and Design** - Providing network consultation for 3G/4G/5G core network architecture. - IT and Security network. - Cost effective telco architecture and integration design - Current state evaluation and cost saving

	recommendation **Mobile App / Web Design** Front End Development – Mobile App and Web UI/UX for startup design.
Feb 2001 - Jan 2018 (17 years)	2014 - 2018 **General Manager - Head of Core Rollout Celcom Network Sdn Bhd** 1) Control and manage all core rollout in Celcom (PS, CS, IP, VAS) 2) Manage budget spend for projects are aligned as stipulated in Purchase Order 3) Manage scope of work as per contract and deliverable. 4) Minimize and control risks during implementation and integration 5) Control of P&L and Financial analysis of core rollout. Cost saving initiatives 6) Mobile Core, ISP Core and IT core 7) Transformation, process and people improvement initiatives **Roles and Responsibility** 1. Interpret business improvement strategies and plans and translating these into practical actions that are taken throughout the value chain to improve effectiveness and efficiency of core rollout. 2. Facilitate the creation of a dynamically stable business process that is flexible and adaptable to change and managing the interaction and interface of value chain with the other business partners internal and external. 3. Steering behavioral change in desired direction to establish a quality and continuous improvement consciousness with all people who are engaged in the business process. 4. Control of divisional budget and reporting to management, aligning with set goals and KPI, intra and interdivisional. 5. Identify issues needing to be addressed or corrected as identified via the Process tools, KPI

	reports and audits and govern the project rollout from planning and made ready for implementation until ready for handover to OM based on KPI as per value chain management
	6. Identify resistance and performance gaps, and work to develop and implement corrective actions while managing implement and manage project changes and interventions
	7. Managing and providing technical know-how, expertise, support and guidelines in order to improve the overall system performance in achieving business plan target
	8. Ensuring the accessibility, operability, quality, reliability and integrity of core network element are continuously improved during implementation stage 9. Vast experience in Project Management and Agile methodology, able to macro or micromanaging a project when needed to complete its objectives.
	10. Managing all core related project with addition on vas/cloud related and data center project from planning team
	11. Manage interrelation and integration of project related element that is crucial for core and service activation towards ema/cbs/provisioning and all non network related
	12. Managing the scope of customer related kpi before and after monitoring.
	13. Extension of project closure until all sap related is closed between vendor and measured
	14. Manage and lead tender committee member for all tender process for implementation and timeline scope
	15. Study of congestion link/core based on quality reporting
	16. Manage rollout implementation plan for night activity involving high risk element, i.e. ps core / unip core / cs core migration and integration consolidation between quality and operation to reduce risk of nationwide failure

	17. Core elements software and hardware (DB,routers,switches) integrity and maintenance
	18. Core security gateway integrity to all core elements / sign on database
	19. Technically adept in 3G/LTE/5G and WiFi architecture.
	2011 - 2013 - Team Lead (Senior Manager) 1) WIFI Core Head 2) RNC / BSC Rollout head
	2009 - 2011 - Manager 1) Celcom Transformation Team Lead - Leading a company wide transformation program for 2 years in enhancing customer experience and improving technical systems and processes.
	2003 - 2009 - Assistant Manager Network Operation - Rolling out Total Productive maintenance Focusing on element risk and Cause of failure in Telecommunication network. Network Quality - Complaint analysis and reduction Project Management Rollout engineer
Education	**Brown University, Providence, Rhode Island, USA** Bachelor's Degree in Engineering (Electrical/Electronic) Providence RI USA Major : Electrical and Electronics Engineering (Control Systems Grade : A/1st Class
Skills	Telecommunication, Project/Contract/Vendor Mgmt, IT and Enterprise Network, Stakeholder Management and Engagement, Customer Experience Lifecycle, Industry and Market Research, Mobile Core, Fiber and Operation, Governance and Risk Analysis, Core Network, Business Process and Strategy, Startup, Web Design, Mobile App Design, UI/UX, Agile
Expected Salary	RM 25000
About Me	Gender : Male Age : 44 Mobile : 0193303051 Email : knizamidris2011@gmail.com