



# Ts. SHAHRUL AZIZAN GAZALI

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## UNIVERSITI TEKNOLOGI MARA (UiTM)

BACHELOR OF SCIENCE IN INFORMATION STUDIES (HONS)  
(INFORMATION SYSTEM MANAGEMENT)

BUSINESS TRANSFORMATION

STRATEGIC PLANNING

IT SERVICE MANAGEMENT

BUSINESS DEVELOPMENT

PROJECT MANAGEMENT

CYBERSECURITY

BPM CONSULTANT

BPO AND IT AUDITOR

NETWORK AND INFRA

### CURRENT SALARY

RM 15,000.00

### PREFERRED LOCATION

ASEAN COUNTRY

### AVAILABILITY

3 MONTHS POST THE OFFER

### PREFERRED POSITION

SENIOR LEVEL

### ABOUT ME

As a seasoned IT professional, I bring **over 12 years of exemplary expertise** in the realms of **IT and Business Process Management**. Throughout my career, I have consistently demonstrated a remarkable ability to execute projects with precision and deliver tangible results. My skill set encompasses **strategic planning, process improvement, project management, and performance management**, all of which I have honed to a high degree of proficiency.

Notably, I possess extensive knowledge and experience in implementing best practices for **operational excellence** within the realm of Business Process Outsourcing (BPO). By diligently optimizing efficiency and productivity through a relentless pursuit of continuous improvement initiatives, I have earned a well-deserved reputation for driving organizational success.

My **analytical** acumen and adept **problem-solving** abilities enable me to consistently identify areas primed for innovation and growth. As an effective collaborator, I excel at building robust stakeholder relationships that harmoniously align with the overarching objectives of the organization. Such collaborative efforts have been instrumental in achieving remarkable milestones and fueling sustained growth.

My commitment to excellence is unwavering, as evidenced by my dedication to staying at the forefront of industry trends and emerging technologies. By continually striving for innovation, I ensure that the organizations I contribute to remain at the cutting edge, poised for sustained success in an ever-evolving landscape.

Currently, I am actively seeking opportunities to leverage my extensive skills and experience in an executive capacity, contributing to the triumph of a dynamic organization. With an unwavering drive for excellence and a keen eye for strategic opportunities, I am poised to make a transformative impact on your company's trajectory.

## AREA OF EXPERTISE

These areas of expertise enable me to navigate the complex landscape of IT management, ensuring the effective alignment of technology with organizational goals, fostering compliance and security, and driving innovation to propel the organization forward. My areas of expertise encompass:



- **Strategic IT Planning and Alignment:** I excel at developing and executing strategic IT initiatives that align with the organization's business objectives, ensuring IT investments contribute to overall success.
- **IT Governance and Compliance:** I possess a comprehensive understanding of IT governance frameworks and regulatory requirements, enabling me to establish robust governance structures and ensure compliance across IT operations.
- **Project and Program Management:** With a proven track record in leading complex IT projects and programs, I adeptly manage resources, budgets, and timelines to deliver successful outcomes.
- **IT Service Management:** I have a strong focus on establishing and optimizing IT service delivery processes, including incident management, problem management, and change management, to enhance overall service quality and customer satisfaction.
- **IT Infrastructure Management:** I possess extensive knowledge in overseeing the design, implementation, and maintenance of IT infrastructure, including networks, servers, and systems, to support business operations effectively.
- **Information Security and Risk Management:** I am skilled in assessing and mitigating IT-related risks, implementing robust security measures, and ensuring data protection in alignment with industry best practices and compliance standards.
- **Vendor and Contract Management:** With a keen eye for vendor selection and negotiation, I adeptly manage relationships with IT vendors, ensuring optimal service levels and contract compliance.
- **IT Team Leadership:** I have a proven ability to lead and inspire IT teams, fostering a collaborative and high-performance culture while providing mentorship and guidance to drive professional growth.
- **IT Budgeting and Financial Management:** I possess strong financial acumen, enabling me to effectively manage IT budgets, optimize costs, and make informed investment decisions aligned with strategic priorities.
- **Emerging Technologies and Innovation:** I stay at the forefront of technological advancements, evaluating emerging technologies and identifying innovative solutions to drive digital transformation and enhance operational efficiency.

## STANDARD PRACTICE

These areas of expertise enable me to navigate the complex landscape of IT management, ensuring the effective alignment of technology with organizational goals, fostering compliance and security, and driving innovation to propel the organization forward.



- **LEAN SIX SIGMA (DMAIC):** I possess in-depth knowledge and experience in utilizing LEAN Six Sigma methodologies, specifically the DMAIC (Define, Measure, Analyze, Improve, Control) approach, to drive process improvement, optimize efficiency, and reduce defects.
- **Business Process Management (BPM):** I have a strong understanding of BPM principles and methodologies, enabling me to streamline and optimize business processes to enhance operational performance and achieve strategic objectives.
- **Business Process Outsourcing (BPO):** With expertise in BPO practices, I am proficient in managing outsourcing engagements, leveraging external resources, and optimizing operational efficiency while maintaining quality standards.
- **System Development Life Cycle (SDLC):** I possess a comprehensive understanding of the SDLC framework, including requirements gathering, design, development, testing, deployment, and maintenance, ensuring successful system implementations and upgrades.
- **Project Management Procedure (PM):** I am skilled in project management procedures, employing industry-standard methodologies to effectively plan, execute, monitor, and control IT projects, ensuring on-time delivery and within allocated budgets.
- **Continuous Service Improvement (CSI):** I have a strong focus on continuous service improvement, implementing frameworks and methodologies to enhance IT service quality, optimize processes, and deliver exceptional customer satisfaction.
- **Risk Management (ISO 31000):** I possess expertise in risk management practices, leveraging the ISO 31000 framework to identify, assess, and mitigate risks across IT operations, ensuring business continuity and minimizing potential threats.
- **CMMI 1.3 / ITIL:** I am well-versed in CMMI (Capability Maturity Model Integration) and ITIL (Information Technology Infrastructure Library) frameworks, leveraging industry best practices to enhance IT service delivery, governance, and process maturity.
- **Cybersecurity:** I possess a strong understanding of cybersecurity principles and best practices, enabling me to implement robust security measures, protect critical assets, and mitigate cybersecurity risks effectively.

## WORKING EXPERIENCE

### ICT Services & Business Process Management (BPM)



#### DIGITAL TRANSFORMATION MANAGER - RHQ

GROUP IT

Dates Employed	1 July 2021 – Present
Employment Duration	2 years
Location	Regional Headquarters, KL
Scope	Southeast Asia



#### BUSINESS TRANSFORMATION DIRECTOR

GOVERNANCE, RISK AND COMPLIANCE

Dates Employed	Oct 2018 – July 2021
Employment Duration	3 years
Location	Kuala Lumpur, Malaysia



BESTINET SDN BHD

#### MANAGER

GOVERNANCE, RISK AND COMPLIANCE

Dates Employed	Aug 2017 – Sep 2018
Employment Duration	1 year 2 months
Location	Kuala Lumpur, Malaysia

### ICT Services & Business Process Outsourcing (BPO)



#### MANAGER

**BPO transformation**

Dates Employed	Oct 2015 – Aug 2017
Employment Duration	1 year 11 months
Location	Kuala Lumpur, Malaysia



VADS BERHAD

#### MANAGER

**Project Manager for improvement project**

Dates Employed	Oct 2013 – Oct 2015
Employment Duration	2-year 1 month
Location	Kuala Lumpur, Malaysia



VADS BERHAD

#### MANAGER

**Team manager for level 2 technical support**

Dates Employed	Oct 2012 – Oct 2013
Employment Duration	1 year 1 month
Location	Kuala Lumpur, Malaysia



VADS BERHAD

#### TEAM LEAD

**Team leader for level 2 technical support**

Dates Employed	Oct 2009 – Oct 2012
Employment Duration	3 years 1 month
Location	Kuala Lumpur, Malaysia



VADS BERHAD

#### FLOOR SUPPORT

**Floor support for technical team - call centre**

Dates Employed	Oct 2008 – Oct 2009
Employment Duration	1 year 1 month
Location	Kuala Lumpur, Malaysia

## CERTIFICATION

### 1. Certified for Introduction to CMMI integration V1.3 (Including ITSM and ITIL Framework)



Date : 13 March 2018

Certified CMMI professional with expertise in implementing and optimizing Capability Maturity Model Integration (CMMI) practices. Proven ability to drive process improvement, enhance organizational performance, and achieve business objectives through CMMI-based frameworks and methodologies.

### 2. Certified as an Appraisal Team Member (ATM) for Standard CMMI Appraisal Method for Process Improvement (SCAMPI A)



Date : 13 April 2018

Certified CMMI Assessor (Appraiser) specializing in evaluating and assessing organizations' compliance and maturity levels based on the Capability Maturity Model Integration (CMMI) framework. Proficient in conducting thorough assessments to identify areas for improvement and drive organizational growth and excellence.

### 3. Customer Relationship Management (CRM) by Telekom Malaysia



Trained in Customer Relationship Management (CRM) strategies and methodologies. Proficient in leveraging CRM systems to optimize customer interactions, enhance customer satisfaction, and drive business growth. Skilled in analyzing customer data, implementing CRM strategies, and fostering strong customer relationships.

### 4. EFFECTIVE PRESENTATION USING NEGOTIATION TECHNIQUES



Trained in delivering effective presentations using negotiation techniques. Proficient in crafting compelling presentations, utilizing persuasive communication skills, and applying negotiation strategies to influence and engage audiences. Experienced in delivering impactful presentations that drive successful outcomes and achieve desired objectives.

### 5. VADS MANAGEMENT DEVELOPMENT PROGRAM (LEAD PROGRAM)



Graduated from the VADS Management Development Program (LEAD Program). Equipped with comprehensive management skills and expertise in leadership, communication, and strategic thinking. Prepared to drive organizational success through effective management practices and contribute to the development of high-performing teams.

### 6. CERTIFIED TECHNOLOGISTS BY MALAYSIA BOARD OF TECHNOLOGISTS (MBOT)



Recognized for expertise and adherence to professional standards in the field of technology. Well-versed in applying technical knowledge, problem-solving, and innovation to contribute to the advancement of technological solutions and industry development.

## July 2021 -May 2023 KEY ACHIEVEMENT

### Initiative

#### : **Server Migration and Data Center Management (Completed)**

Lead the initiative to integrate offsite servers along the region into a centralised data centre.

- Coordinated migration process to ensure seamless transition and minimal disruption.
- Oversaw design and implementation of data center infrastructure, including network architecture and server consolidation.
- Collaborated with cross-functional teams to define requirements and evaluate colocation providers.
- Implemented robust security measures, disaster recovery plans, and backup strategies.
- Achieved cost savings, improved scalability, and enhanced operational efficiency.
- Streamlined IT resources and reduced maintenance overhead.

### Initiative

#### : **Cybersecurity – Detect , Response and Recovery (Completed)**

Lead the initiative to establish cybersecurity measures throughout the region.

- Lead the implementation of comprehensive security measures for end points, servers, and network infrastructure.
- Ensure the deployment of antivirus software, firewalls, and intrusion detection systems to protect end points from security threats.
- Implement strict access controls, authentication mechanisms, and regular monitoring for server security.
- Establish network segmentation, firewalls, and VPNs to secure network communications.
- Collaborate with cross-functional teams to develop and enforce security policies and procedures.
- Conduct regular training and awareness programs to educate employees on security practices.

### Initiative

#### : **Electronic Document Management System (E-DMS) (Completed)**

Led development of Electronic Document Management System (E-DMS) project.

- Collaborated with cross-functional teams to define requirements and ensure alignment.
- Managed development team, ensuring timely delivery and rigorous testing.
- Successfully delivered E-DMS for efficient document management.
- Trained end-users and monitored system performance for continuous improvement.

### Initiative

#### : **Distributor Management System and Sales Force Automation (Completed)**

Led requirements gathering for Distributor Management System and Sales Force Automation.

- Collaborated with stakeholders to define business needs and translate them into functional requirements.
- Analyzed existing processes and workflows for accurate system alignment.

Remark: I have successfully completed several impactful projects, including Microsoft Tenant Consolidation, establishment of comprehensive IT service management processes, and the implementation of a centralized intranet portal. I look forward to elaborating on these achievements during our interview session.

## DELIVERABLE ON PROCESS IMPROVEMENT AND COMPLIANCE

**Project Name** : **Right Sizing Support Staff Under Government Link Company (GLC)**  
**Description** : To determine the right number off staff required Quality Assurance Team (QA), Training Team and Operation Excellent Team (OE).  
**Year** : 2014  
**Position** : Project Manager for Continuous Improvement (PMCI)  
**Client** : GLC  
**Status** : Completed



**Project Name** : **Develop Centre of Excellence (COE) for PT VADS Jakarta**  
**Description** : Define current standard / performance and develop a COE baseline for all department based on the BPO Standard Practice.  
**Year** : 2015  
**Position** : Project Manager for Continuous Improvement (PMCI)  
**Client** : PRIVATE COMPANY  
**Status** : Completed



**Project Name** : **Process Improvement and Automation**  
**Description** : Define, measure, improve and design automation process for Project Management, Skill Resource Management, Learning Management and Mentoring System and Operation.  
**Year** : 2016  
**Position** : Project Manager for Continuous Improvement (PMCI)  
**Client** : GLC  
**Status** : Completed



**Project Name** : **Vendor management, Contract and SLA**  
**Description** : Define, measure, analysis, improve and control process for contracts and SLA for the suppliers and vendors.  
**Year** : 2016  
**Position** : Project Manager for Continuous Improvement (PMCI)  
**Client** : GLC  
**Status** : Completed



**Project Name** : **IT Service Management Implementation (Internal Auditor)**  
**Description** : Define current baseline, improve process, and develop related document based on the ITSM (ISO 20000).  
**Year** : 2017  
**Position** : Project Manager for Continuous Improvement (PMCI)  
**Client** : PRIVATE COMPANY  
**Status** : Completed



International  
Organization for  
Standardization

**Project Name** : **Quality Management System Implementation (Internal Auditor)**  
**Description** : Define current baseline, improve process, and develop related document based on the QMS (ISO 9001).  
**Year** : 2018  
**Position** : Project Manager for Continuous Improvement (PMCI)  
**Client** : PRIVATE COMPANY  
**Status** : Completed



International  
Organization for  
Standardization



## DELIVERABLE ON PROCESS IMPROVEMENT AND COMPLIANCE

**Project Name** : **Capability Maturity Model Integration (Auditor)**  
Description : Internal auditor for current practice toward CMMI requirement.  
Year : 2018  
Position : Appraisal Team Members for CMMI L3 Certification  
Client : PRIVATE COMPANY  
Status : Completed



**Project Name** : **Process Automation and Centralized KPI Dashboard**  
Description : Define, design, and automate 150 process area based on the ITSM and CMMI standard.  
Year : 2018  
Position : Project Manager for Continuous Improvement (PMCI)  
Client : PRIVATE COMPANY  
Status : Completed



**Project Name** : **Asset Management System for 7 International Hub**  
Description : Analysis, design, and automate the process to control and monitor an access to all assets in 7 international hubs in Malaysia.  
Year : 2019  
Position : Director of Business Transformation  
Client : PRIVATE COMPANY  
Status : Completed



**Project Name** : **Financial Process Improvement and Automation**  
Description : Identify improvement area and automate the process to ensure implementation complies with national treasury directives.  
Year : 2019  
Position : Director of Business Transformation  
Client : Government agency  
Status : Completed



**Project Name** : **Financial Management Process Improvement and Automation**  
Description : A business analysis study based on Audit Report and existing SOP, and compared to the Act, Pekeliling & Arahan Pebendaharaan to create a baseline for MSNJ Financial and Information Management.  
Year : 2019  
Position : Director of Business Transformation  
Client : Government agency  
Status : Completed



**Project Name** : **Asset Management Process Improvement and Automation**  
Description : Identify improvement area and automate the process to ensure implementation complies with national treasury directives.  
Year : 2019  
Position : Director of Business Transformation  
Client : Government agency  
Status : Completed





## DELIVERABLE ON PROCESS IMPROVEMENT AND COMPLIANCE

**Project Name** : **Gap-Analysis Workshop with Malaysia Department of Insolvency**  
**Description** : Identify the issues in using the current INSIST application, define the new requirements and propose for improvement. A case study report and a proposed solution have been produced as the output of the workshop.  
**Year** : 2018  
**Position** : Coordinator and consultant  
**Client** : Government  
**Status** : Completed



**Project Name** : **Business Analysis on Mobile Learning Solutions for Training & HR.**  
**Description** : Gap Analysis on the current training method against the standard model has been produced and proposed a comprehensive training system inclusive of competency, staff profiling, pre and post training evaluation and resource planning for trainer.  
**Year** : 2019  
**Position** : Project Manager for Continuous Improvement (PMCI)  
**Client** : PRIVATE COMPANY  
**Status** : Completed



**Project Name** : **Run and Test Disaster Recovery Plan (DRP)**  
**Description** : Review the plan and proposed improvement plan for DRP strategies  
**Year** : 2021  
**Position** : Coordinator and consultant  
**Client** : Government  
**Status** : Completed



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Standardization

**Project Name** : **Business Impact Analysis (BIA) for Business Continuity Management (BCM)**  
**Description** : Define, analysis potential impact for all service and support department. Proposed for risk mitigation and improvement to minimize the impact.  
**Year** : 2021  
**Position** : Project Manager for Continuous Improvement (PMCI)  
**Client** : Government Agency  
**Status** : Completed



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## DELIVERABLE ON PROJECT MANAGEMENT

**Project Name** : **Document Management System - SharePoint**  
**Description** : Manage project based on the Project management Life Cycle to develop document management system- system used to receive, track, manage and store documents with versioning control.  
**Year** : 2017  
**Position** : Project Manager  
**Client** : PRIVATE COMPANYY  
**Status** : Completed



**Project Name** : **Centralized KPI Dashboard-Power BI**  
**Description** : Manage project based on the Project management Life Cycle to develop and connect current system database to scalable platform for self-service and enterprise business intelligence (BI)  
**Year** : 2018  
**Position** : Project Manager  
**Client** : PRIVATE COMPANYY  
**Status** : Completed



**Project Name** : **IoT IPAD Management and Monitoring System**  
**Description** : Manage project based on the Project management Life Cycle to develop integrated asset management system (Software and IoT)  
**Year** : 2018  
**Position** : Project Manager  
**Client** : PRIVATE COMPANYY  
**Status** : Completed



**Project Name** : **e Government Solutions Suites (EGSS)**  
**Description** : Manage project based on the Project management Life Cycle to develop integrated system – Asset Management System, Financial Management System, Document Management System  
**Year** : 2019-2020  
**Position** : Project Manager  
**Client** : PRIVATE COMPANYY  
**Status** : Completed



UiTM1708435



# UNIVERSITI TEKNOLOGI MARA

*It is hereby certified that*

***Shahrul Azizan Bin Gazali***

*having followed the approved programme of study in the*

***Faculty of Information Management***

*and having passed the examinations and having  
fulfilled all other conditions prescribed by the*

*University is hereby awarded the degree of*

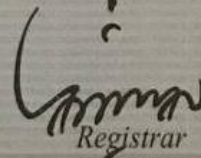
***Bachelor of Science in Information Studies  
(Hons)***

***(Information System Management)  
Second Class (Upper)***

*this 7th day of February 2017*



  
Vice Chancellor

  
Registrar





## CERTIFICATE OF COMPLETION

This is to acknowledge that

**SHAHIRUL AZIZAN GAZALI**

has completed the course

Introduction to the Capability Maturity Model<sup>®</sup>  
Integration (DEV) Version 1.3  
and has earned 2.5 Continuing Education Units (CEUs)



**CMMI Institute Partner**

*T. Satish Kumar*

**Tumu Satish Kumar**

Instructor

Kuala Lumpur

Place

13-Mar-2018

Date

® Capability Maturity Model is registered in the U.S. Patent and Trademark Office by Carnegie Mellon University.  
© 2003 by Carnegie Mellon University

(Updated 09/01/03)



## CERTIFICATE

This is to certify that **Shahrul Azizan Gazali** had undergone SCAMPI A ATM training for Two days and is a member of CMMI SCAMPI A appraisal from 06<sup>th</sup> April, 2018 to 13<sup>th</sup> April, 2018



**CMMI Institute Partner**

A handwritten signature in blue ink, appearing to read "Srinivasa Rao Tumu".

**Srinivasa Rao Tumu**

Transition Partner: Concept QA labs Pvt. Ltd

Certified SCAMPI A Lead Appraiser.

**Place : Kuala Lumpur, Malaysia.**

**Date : 13<sup>th</sup> April, 2018**

**ID: 0800917-02**



NO SIRI: KL 08460 K



# Certificate Sijil

This is to certify that  
Bahawa dengan ini disahkan

SHAHROL AZIZAN BIN GAZALI  
NO K/P : 850929045437

has successfully completed the course  
telah berjaya menamatkan kursus

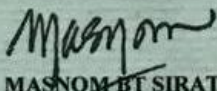
**CRM PRACTITIONER FOR VADS CALL CENTRE**

which was held on  
yang telah diadakan pada

**07 OCT - 08 OCT 2009**


at TM Training Centre  
di Pusat Latihan TM



  
MASNOM BT SIRAT

**Training Management**  
Pengurusan Latihan

**Date:** 08 OCT 2009  
**Tarikh:**

  
LATIFAH BT AHMAD

**General Manager**  
Pengurus Besar

**TM Training Centre**  
Pusat Latihan TM

**TELEKOM MALAYSIA BERHAD**  
(128740-P)

NO SIRI: KL 137702 K



# Certificate Sijil

This is to certify that

Bahawa dengan ini disahkan

**SHHRUL AZIZAN BIN GAZALI**  
NO K/P : 850929045437

has successfully completed the course

telah berjaya menamatkan kursus

**NOVA R2 FOR SOC TECHNICAL**

which was held on

yang telah diadakan pada

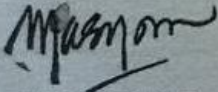
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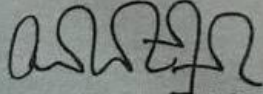
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di

**TM Training Centre**



  
**MASNOM SIRAT**  
Training Management

  
**LATIFAH AHMAD**  
General Manager  
TM Training Centre

**Date: 27 AUG 2010**

**TELEKOM MALAYSIA BERHAD**  
(128740-P)



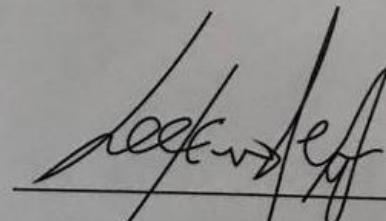
031619

**ATCEN** <sup>SM</sup>

This is to certify that  
**Shahrul Azizan bin  
Gazali**

has successfully completed  
**EFFECTIVE PRESENTATION  
USING NEGOTIATION  
TECHNIQUES**

**21st October 2014**

  
**Jeremy Lee**  
(Chief Executive Officer)

Certificate of Completion

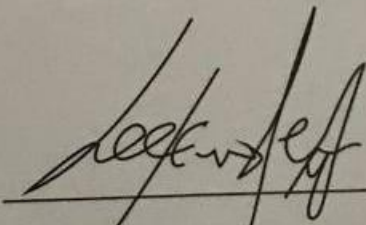
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**ATCEN**<sup>SM</sup>

This is to certify that  
**Shahrul Azizan bin  
Gazali**

has successfully completed  
**EFFECTIVE PRESENTATION  
USING NEGOTIATION SKILLS -  
CLINIC SESSION**

**19th November 2014**

  
**Jeremy Lee**  
(Chief Executive Officer)

Certificate of Completion





A **TIM** Company

# CERTIFICATE of APPRECIATION

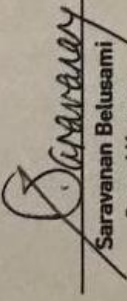
*is hereby awarded to*

**Shahrul Azizan Bin Gazali**

*for contributing in the journey & success of COWA 2015*

*Thank you for your support!*



  
Saravanan Belusami  
General Manager  
VADS BERHAD



# Certificate of Completion

awarded to

**Shahrul Azizan bin Bazali**

for the completion of 5 coaching days for  
VADS Management Development Program in the  
Self Mastery & Diamond Leader PowerWorkshop  
(7-9 October and 13-14 October, 2014)



**CHANGE**  
university

The #1 Change Experts of Fortune 500 Corporation

Coach: Robert Chaen  
CEO-Founder

www.fb.com/ChangeUniversity fb: ChangeU Alumni www.ChangeUniversity.com e: Info@ChangeUniversity.com t: +852 81212968/+603 77328628





Certificate of  
*Appreciation*

*This certificate is awarded to*

*Shahrul Azizan Bin Gazali*

*In recognition of your valuable contribution as the*

*President*

*of the*

**Bestinet Employee Engagement Club 2018**

5<sup>th</sup> January 2019



Ismaail Mohd Noor  
CEO, Bestinet Sdn Bhd



