MOHAMED SULAIMAN BIN SULTAN SUHAIBUDDEEN
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.: ABOUT :.

- *Proven strategic technology and operations executive with a demonstrated track record of transforming organizational vision and mission into tangible objectives through innovative technical and process solutions. Dedicated to incorporating environmental, social, and governance (ESG) principles into business strategies and operations to drive sustainability and responsible growth.*
- *Skilled negotiator and collaborator, adept at building mutually beneficial relationships with stakeholders, executives, subordinates, and customers to achieve corporate goals.*
- *Key contributor in national ICT policy formulation and budgeting, both domestically and internationally, with extensive experience in government-to-citizen, government-to-business, and government-to-government sectors.*
- *Committed to promoting team capacity building in areas of operational efficiency and effectiveness, with a focus on driving performance excellence and continuous improvement.*
- *Experienced in senior leadership roles serving multinational corporations, government entities, and public listed companies, with a track record of developing and commercializing products to establish unique market propositions.*
- *Possesses exceptional expertise in contemporary trends, including the 4th Industrial Revolution (IR4.0), 5th generation mobile network (5G), Artificial Intelligence (AI), Internet of Things (IoT), Big Data Analytics (BDA), and Machine Learning, with proven technical competencies.*

.: PERSONAL PARTICULARS :.

Nationality	:	Malaysian
Date of Birth	:	02 November 1974
Gender	:	Male
Health Status	:	Excellent
Identity Card No	:	741102-71-5057
Languages Spoken & Written	:	English *(Excellent)* Malay *(Excellent)*

.: EDUCATION :.

- **Executive Leadership Program**
  IMD Business School, Switzerland

- **Doctorate in Science, Computer Science**
  Universiti Teknologi MARA, Malaysia

- **Master in Science, Computer Science (First Class)**
  Universiti Teknologi MARA, Malaysia

- **Bachelor in Business Administration (HONS)**
  Universiti Kebangsaan Malaysia

.: EMPLOYMENT :.

Nov '21 to present   **Head, Technology Strategy**
                                                         Digital Nasional Berhad

- Lead the creation of strategies and plans on technology to enable the organization's overall business strategy, by applying best practices on organization's governance, architecture, framework and processes to maximize the impact of technology to support organization's key business priorities.
- Develop and implement sourcing strategies and delivery models to support organization's business needs at optimal cost by assessing different vendor capabilities and commercial propositions, and develop recommendations for future states.
- Explore new and emerging technologies to assess the feasibility of new technology implementation within the organization and its clients, while serving as subject matter expert in leading research and development of existing and emerging technology, and create documentation for leaders and key stakeholders.
- Develop KPIs and benchmarking methods to assess performance, effectiveness and ROI of technology initiatives, as well as analyse and communicate key metrics and business trends.

Feb '19 to Nov '21   **Technology Consultant**
                                                         Mesiniaga Berhad

- Heading technological transitions and system innovations for the company from a system integrator towards becoming a full-fledged solution provider in delivering customer's experience.
- Advising the Board of Directors in Solution Strategy Committee on technology building block offerings by the company, which will determine the business units' future directions.
- Led technology horizon review in anticipating future upcoming trends and disruptive technical elements in business and lifestyle, by staying up to date with emerging technologies and industry trends, and share the outcome with stakeholders.
- Collaborate with clients, internal teams and partners to research, develop and implement IT solutions, strategies and roadmaps that align with business objectives by analysing business processes, identifying gaps and areas for improvement, and provide recommendations for overcoming technical barriers and operation bottlenecks.

Apr '16 to Dec '18   **Head of Government Online Services**
                                    Office of the Chief Secretary to the Government of Malaysia

- Developed and implemented national level government's online service strategy's roadmap, architectures and standards, by identifying improvement areas via baseline studies, conducting citizen, business and other government engagements to find expectations and experiences, against the benchmark of the top-tier ranked countries.
- Coordinated the delivery of online services across various government ministries, departments and agencies, ensuring efficient and effective delivery, in line with the strategic plan, vision and missions, guided by the United Nations Electronic Government Development Index (EGDI).
- Oversaw the development of online services, managing teams of analysts, developers and designers responsible for building and maintaining the government's online services, while ensuring the governance and security of online services, working with cybersecurity and risk experts to protect against potential threats to be addressed.
- Managed budgets and resources to ensure that online services were delivered within budget constraints, using performance data and client charter achievements to make informed decisions and improve online service experiences.

Mar '10 to Apr '16   **Head of State's ICT**
                                                                Melaka State Government

- Develop and implement an ICT strategy aligned with goals to improve services and efficiency, prioritizing areas where ICT can have the most significant impact, while ensuring the security of government ICT infrastructure through cybersecurity measures, disaster recovery, and business continuity plans, by regular review and evaluate implementation to meet evolving needs.
- Oversee the implementation of ICT projects across government departments and agencies, which includes managing project timelines, budgets, and resources.
- Led the State's K-Economy initiatives by collaborating with citizens, businesses, technology partners, and government bodies, in capacity building and deploying state-of-the-art technology solutions towards better outcomes.
- Heading Melaka ICT Holdings Sdn Bhd, the state-owned profit oriented company, to manage all telecommunication towers across the state by liaising with various telecommunication companies, regulatory and state technical agencies.

Sep '06 to Mar '10   **Head of Technical Operations**
                                                                JARING Communications Sdn Bhd

- Manage the technical teams responsible for the nation-wide design, implementation, and maintenance of the company's network infrastructure, including servers, routers, switches, and other networking equipment, to ensure the reliability, availability, and scalability of the network to meet customer demands by having seamless interactions within the vertical value chain partners.
- Develop and implement policies and procedures for network management, security, and disaster recovery in line with the service level agreement committed while in compliance with industry standards and regulations, both international such as FCC, ICANN, and local regulatory bodies such as APNIC, MYNIC and MCMC.
- Work with cross-functional teams to research and design, implement and monitor new network services and technologies and troubleshoot issues as needed, in order to construct a better network outcomes.
- Develop and manage budgets for network operations and capital expenditures while managing vendor relationships and procurement of networking equipment and services to cater for local-loop, international private leased circuits, IP ports, content delivery networks, and local and international peering.

Nov '04 to Sep '06   **Head of Group IT**
                                                                Ahmad Zaki Resources Berhad

- Develop and implement the company's IT strategy in line with its business objectives and goals of the group involved in building construction, oil & gas, palm oil plantation and property development, operating in Malaysia, Indonesia and the Kingdom of Saudi Arabia.
- Lead and manage IT teams responsible for maintaining and improving infrastructure, software applications, and information security, ensuring high levels of uptime and system availability, while proactively identify and implement new technologies and solutions that improve operational efficiency and productivity across all business units.
- Manage IT budgets and resources to ensure optimal utilization and alignment with the company's financial goals while building and maintain positive relationships with external vendors and service providers to ensure the company's IT needs are met and exceeded.
- Develop and enforce policies and procedures that promote IT security and regulatory compliance, while ensuring effective risk management and mitigation.
- Lead, mentor, and develop the IT department, overseeing staff hiring, training, and performance management to drive continuous improvement.
- Provide regular, detailed updates to senior management on the status of IT projects, initiatives, and operations, while promoting effective communication and collaboration across all business units.

Apr '02 to Nov '04   **Head of Group IT**
                                                                                                Bumi Hiway Ventures Berhad

- Build and implement IT strategy aligned with business objectives and goals for a group engaged in road construction, road maintenance, and property development in Malaysia, Bosnia, and India.
- Manage IT teams responsible for infrastructure, software applications, and information security to ensure reliable, secure, and efficient systems with high uptime and availability.
- Manage IT budgets and resources to ensure alignment with financial goals.
- Assist in designing and managing projects that involve structured cabling, closed-circuit television, building management system and other extra-low-voltage undertakings.

.: RECOGNITION :.

❑ **Malaysian Government - Information and Communication Technology's Innovation Award (AICT) 2011**
The Melaka State Government was awarded first prize for its "One Number Call Center" project, which received the national ICT innovation award. This initiative establishes a centralized government call center accessible via the single number +6063333333, resulting in an annual cost savings of RM1,000,000. The project serves as a model for a national initiative called "One Malaysia One Call Center," which is part of the National Blue Ocean Strategy.

❑ **Malaysian Government Open Source Software Award (MyGOSS) 2013**
The Melaka State Government was awarded first place at the national level for its exemplary adoption of open-source software. As a result, it was consulted for its expertise in open-source software and showcased as an example of best practices in this area.

❑ **Information and Communications Technology Security Officer (ICTSO) 2012**
The recipient of the ICTSO (Information and Communication Technology Security Office) appreciation certificate of the year was recognized for exceptional performance in cybersecurity. This was achieved through the implementation of best practices in incident handling, in compliance with the state's Business Continuity Policy and federal government regulations.

❑ **ISO/IEC 27001 – Information Security Management System (ISMS)**
The Melaka government was among the early state governments in Malaysia to pioneer the implementation of an Information Security Management System (ISMS) and earned certification for its efforts. The ISMS implementation was accomplished through in-house expertise with governance from MAMPU (Malaysian Administrative Modernisation and Management Planning Unit), without the need for external vendors or consultants.

❑ **Cashless Melaka**
The Melaka State Government is spearheading the country's cashless initiative through two innovative approaches. First, by implementing an integrated, interactive electronic payment portal that accommodates all Melaka State Government payment platforms, allowing payments via bank account or credit card. Second, by partnering with Touch 'N Go payment system to develop MelakaKAD, a secure micropayment system for over-the-counter transactions, which eliminates the need for third-party payment providers.

❑ **Dual Stack IPv6 Implementation**
Melaka state government in Malaysia was the first to own and register its Autonomous System Number AS132432 and IPv6 block 2405:4f00::/32, adopting dual-stack IP addressing in compliance with the federal government and industry standards.

❑ **State Wide ICT Strategic Plan (ISP)**
The state of Melaka was the first to consolidate all government offices and agencies' ICT Strategic Plans by collaborating and sharing resources. This approach helped to streamline efforts and investments while promoting shared values towards the accomplishment of common goals, ultimately eliminating duplicate efforts.

.: AWARDS :.

- **Best Employee Award 2017** - *Prime Minister's Department*
- **Best Employee Award 2014** - *Melaka State Government*
- **Excellent Service Award 2011** - *Melaka Chief Minister's Department*
- **Darjah Pangkuan Seri Melaka** (DPSM) - *Melaka State Government*
- **Darjah Seri Melaka** (DSM) - *Melaka State Government*
- **Bintang Cemerlang Melaka** (BCM) - *Melaka State Government*

- **University Engagements**
    - Universiti Teknologi Malaysia (UTM) – Adjunct Professor
    - Universiti Utara Malaysia (UUM) – Adjunct Fellow
    - Universiti Teknologi MARA (UiTM) – Advisory Panel
    - Universiti Kebangsaan Malaysia (UKM) – Advisory Board Member
    - Universiti TENAGA Nasional (UNITEN) – Advisory Panel
    - Universiti Teknologi Petronas (UTP) – Advisory Panel
    - Universiti Teknikal Malaysia Melaka (UTeM) – Advisory Panel

- **Academy of Sciences Malaysia**
    - Member of the Digitalisation Committee

.: PROFESSIONAL CERTIFICATIONS :.

- Certified Malaysia Professional Technologist (MBOT)
- Certified Enterprise Architect (TOGAF)
- Certified Lead Auditor ISO9001 (Quality Management System)
- Certified Lead Auditor ISO/IEC 27001 (Information Security Management System)
- Certified StoneGate Engineer (Security)
- Certified StoneGate Architect (Network)
- CISCO Certified Network Associate
- Microsoft Certified System Engineer
- Certified Linux Professional
- Debian GNU/Linux Global Consultant