PATRICK TIAN

SKILLS

Skill	Rating
Leadership Skills	1
Decision-making	1
Negotiation	1
Technical Skills	1
Problem solving	1
Project Management	1
Attention to detail	1
Communication	0.75
Strategic Thinking	0.75

PROFILE

I have over 19 years of experience working in IT fields. Results-driven and accomplished General Manager of Group IT with a proven track record of effectively managing IT Application, IT Infrastructure, IT Procurement, Budgeting, Project Implementation, Strategy, and Planning. Committed to delivering innovative IT solutions that drive business growth and operational efficiency. Seeking a challenging leadership role in a progressive organization.

DOB:
26-Dec-1980

Marital Status:
Married with 3 kids

WORK EXPERIENCE

GENERAL MANAGER, GROUP IT
OSK HOLDINGS BERHAD/ OSK MANAGEMENT SERVICES (KL)
MAY 2016 – MAR 2017 (Assistant Manager, IT Infrastructure)
MAR 2017 – MAR 2019 (Manager, IT Infrastructure)
MAR-2019 – MAR 2023 (Senior Manager, IT Infrastructure)
<u>MAR-2023 – PRESENT (General Manager, Group IT)</u>

Overseen the entire IT function for the organization, providing strategic direction and leadership to a team of IT professionals.

Developed and implemented IT policies, standards, and procedures to ensure the effective and secure operation of all IT systems and applications.

Managed IT budgets, including forecasting, cost control, and optimization of IT resources, resulting in significant cost savings.

Led the successful implementation of major IT projects.

Collaborated with cross-functional teams to align IT strategies with business objectives and drive process improvements.

Conducted regular assessments of IT infrastructure to identify areas for improvement and ensure high availability and reliability.

Negotiated and managed vendor contracts and relationships, optimising IT procurement processes and reducing expenses.

Implemented IT governance frameworks and compliance measures to ensure adherence to industry regulations and best practices.

Provided strategic guidance on emerging technologies and their potential impact on the organization's IT landscape.

CONTACT

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EMPLOYMENT

Notice Period:
3 months

Current Salary:
RM 19,378.00(2022)

Allowance:
RM1600

Expected Salary: RM21,000

IT MANAGER
VISION FOUR MEDIA GROUP (KL)

JUNE 2015 – APRIL 2016
Responsible to maintain and support all IT related issue and seek for improvement.

Involve R&D of Hotel television system

Oversee the development and control of the company's database

SENIOR SYSTEM ANALYST
UHS ESSENTIAL HEALTH (M) SDN BHD (USANA-PJ)
2008 – JUNE 2015
Responsible day to day IT operations, provide support to the Network, Server and IT Application.

Team Lead of APAC IT operation, responsible of managing data center in Hong Kong.

Responsible of contract negotiation with vendor (APAC), IT Application, renewal or service subscription.

Develop and prepare annual preliminary budget for IT and review budgetary and financial data, control and propose for expenditures spending, prepare cost estimates on data processing activities and project control as directed.

EDUCATION

INFORMATION TECHNOLOGY – INFORMATION SECURITY
STAFFORDSHIRE UNIVERSITY
2000-2003

INATIONAL COMPUTER CENTRE (NCC)
SYSTEMATICS COLLEGE
1999-2000

ACHIEVEMENT

OSK HOLDINGS BERHAD
2016-2021

2016 – Enhance Network Security by implement NGFW/ IAM and reverse proxy to the organization

2016 – Disaster Recovery, Implement Microsoft Azure and DPM for offsite data backup, develop backup policy and Disaster Recovery Plan.

2017 – Automate internal process by implement SAP S4HANA, involving project implementation and deployment, forming new SAP Support Team.

2017 – Virtualisation all Physical Server for reducing maintaining of server hardware and reduce capex.

2017 – Migration Project from Exchange 2010 to Office 365. Improve internal/ external collaboration.

2018 – Review and developing IT Policy for Employee

2018 – Enhance Network and Server Security by implement ISO 27001 for Network Server hardening.

2019 – Involving of new Hotel Property Business, review hotel application and implementation, delivered upon Hotel Opening.

2019 – Involve Hotel Conversion Project (PIP – Product Improvement Plan) [Swiss Garden] work with Hilton to standardize application to be implement and review overall IT costing for Hotel PIP.

2019 – Work with IT Application Team to roll out AI Automation for Group Finance to automate AP/ AR Process.

2020 – Roll Out Microsoft Teams replacing Skype for Business

2020 – Migrate on-promise File Server for HQ and all the branches to OneDrive for Business.

2020 – Roll-out Multi Factor Authentication to the group to mitigate account compromised due to mishandling by users.

2020 – Forming IT Security Team to monitor and assess security risks and perform regular vulnerability assessment.

2020 – Enhance VPN Services & Security with integration of Active Directory with SSL Cert (NPA)

2021 – Roll-out Microsoft Azure Active Directory with Single Sign-on to the Group.

2021 – Involving of review and Implement Adobe Sign to the Senior Management.

2021 – Data consolidation using ETL, performing data validation, data cleaning and data transformation, creating centralise data warehouse for Power BI (Management Dashboard)

2021 –Develop Cloud Computing Migration Plan and Strategy. Review costing and long-term benefits for using Cloud Computing.