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Malaysian • Male • Married

Visionary leader with repeated success driving cutting-edge solutions development on a global scale.

Versatile professional recognized for a tireless commitment to achieving desired project outcomes through the empowerment of top-performing teams, the delivery of unmatched customer support, and impeccable leadership in preserving the integrity of key accounts. History of exceeding expectations in transformational business operations improvement, Lean manufacturing, technical partnership building, and systems standardization. Experience advancing change management efforts, implementing WMS solutions, and supply chain solutions.

Areas of Expertise

- Project Management
- Key Account Management
- Business Transformation
- CRM Implementation
- Supply Chain Management
- Cost Control & Reduction
- Mergers & Acquisitions (M&A)
- Stakeholder Management
- Order-to-Cash (OTC)

Accomplishments

- Achieved remarkably successful process and system automation of multi country business transformation valued at 1B USD.
- Orchestrated seamless integration of Credit Suisse payroll solutions, benefiting eight countries in Asia.
- Received “Highly Effective” rating in recognition of outstanding performance for seven consecutive years.
- Played indispensable role in completing Inkjet and Web Solutions (IWS) project across China, Malaysia, and Brazil.
- Independently managed more than 30 sites globally as Medical Business Segment Head at Flex Ltd.
- Directly oversaw multiple acquisitions throughout Asia, EMEA, and the Americas.

Career Experience

OS HRS Sdn Bhd, Kuala Lumpur, MY

10/2021 – Present

Application Director, Head of Application Support

Balance concurrent priorities in strategically planning software development initiatives and establishing innovative approaches to enhance HR business application support. Offer guidance to software development teams, verify compliance with standards and best practices, and assess proposals. Hold direct oversight of a company-wide Helpdesk, conduct daily scrums, track ever-changing trends, and fulfil technical resource management across a key business unit.

- Devised methods to support business applications, including PeopleSoft, managed service providers (MSP) and ESS.
- Introduced new and improved standards for software development and implementation.

YemPover Inc., Kuala Lumpur, MY

9/2020 – 9/2021

Director, Business Transformation

Assumed substantial responsibility in providing invaluable business guidance to a broad range of large, medium, and small companies with offerings in digital transformation, financial transformation, PMO-as-a-Service, and client-side storage. Leveraged proven expertise to deliver first-rate services in digitized supply chain solutions and continuous process improvement. Analysed customer requirements, nurtured client rapports, and hosted team training exercises.

- Skilfully implemented state-of-the-art Customer Relationship Management (CRM) solutions for a loyal customer, demonstrating sophisticated expertise in Agile and Scrum methodologies.

- Consistently outperformed expectations in expeditiously delivering services in project management, order management process automation, billing and invoice reconciliation, and workflow automation.

Flex Ltd., Shah Alam, MY

7/2001 – 7/2020

Director, Project Manager & Customer IT (10/2015 – 7/2020)

Drew on trusted strengths to lead activities in support of OEM customers and key accounts, including Google, Microsoft, HP, Johnson & Johnson, Nike, Abbott and Managed over 70 strategic customers. Administered the program management and project management life cycle. Outlined IT strategies and pursued business opportunities in collaboration with the Senior Vice President of Business Development. Navigated complex and consequential M&A projects. Employed measures to track budget and operational performance.

- Diligently secured and safeguarded business revenue of 5BUSD.
- Played an essential role in standardizing core applications and processes for a premier, global health solution business, complete with a Workday Learning Management System and Electronic Device History Records.
- Expertly managed the successful launch of a Medical “Baan V Software Release” (ERP) process from the ground-up.

Director, Project Manager (7/2011 – 9/2015)

Fulfilled day-to-day project, performance, and account management processes and procedures, including RFI, RFQ, and RFP development. Articulated project goals and objectives. Championed the use of growth-driven “on-demand” training materials. Accelerated site separation, business transformation, cost control, and continuous improvement efforts. Proposed and enacted means of optimizing the customer experience. Coached and mentored incoming personnel.

- Envisioned and faultlessly carried out a business process reengineering and redesign project spanning Dolphin, Firefly, and SCIT workflows.
- Received a major management promotion to the company’s medical segment.

Additional Experience

Senior IT Program Manager, Flex Ltd., 6/2009 – 6/2011

Education

Master of Business Administration, Supply Chain

American Heritage University of Southern California, Rancho Cucamonga, CA, US

Recipient, Leadership Awards

Diploma in Business Studies, Administration & Management

University Tun Abdul Razak (UNIRAZAK), Kuala Lumpur, MY

Professional Training

Artificial Intelligence (AI) & Machine Learning (ML)

Global IT Lean Competition

Customer Relationship Management (CRM)

Professional Advanced Management Program

Certifications

Professional Scrum Master (PSM), Scrum Alliance

Scrum Fundamental Professional

Project Management Professional (PMP), Project Management Institute (PMI)

Kaizen Certifications

Technical Proficiency

Microsoft Office Suite • Baan • SAP • Workday • Agile • Kinaxis • Tableau • Rapid Response • ESS • PeopleSoft
Planview Portfolio Management & Work Management • Elementum • Managed Service Provider (MSP) Tools