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With over 16 years of strong experience and background working in a technical environment in IT as a Technical Trainer, Training Manager and Project Manager, including 3 years' experience in Human Resource Management & Business Development. Ability to train/assess a wide variety of learning styles and cater for language, literacy & numeracy requirements as well as other learning needs. Strong interpersonal skills to build effective working relationships across a range of team members and stakeholders. Key experiences gained working as PMO for Quality Control done for internal/team management in HP, Converting Business Strategy into Business Technology, contributing SERVICES with Subject Matter Experts (SMR) &, providing support on the key area focused. Dependability & able to adapt & continuously work on improvement focus that identifies opportunities for processes & creating efficiencies

In search for a permanent role, willing to relocate to any given location and travel internationally if the need arises.

Areas of Expertise and Skills

- ◆ A+ PC Troubleshooting & Support by COMPTIA PROGRAM
- ◆ Project Management
- ◆ Team Training & Mentoring
- ◆ Lotus SmartSuite 3,97, Millennium
- ◆ ACT / Lotus Notes
- ◆ Microsoft Windows 2000, 2003 & VISTA
- ◆ MOUS Office Suite (Office Specialist) Certification
- ◆ MCT (Microsoft Certified Trainer)
- ◆ MCP (Microsoft Certified Professional)
- ◆ PRINCE 2 Intermediate
- ◆ IT Service Management Foundation (based on ITIL® V2)
- ◆ Pro: Designing Messaging Solutions with MS Exchange Server 2007
- ◆ TS: Configuring Exchange Server 2007
- ◆ MCSA 2016 – Windows Server 2016

Achievements

- 2018 Part of the team who successfully developed and implemented new SOP's for training, personal hygiene and grooming, and obtained certification for **ISO22000** at Lotus Desaru Beach Resort & SPA
- 2010 Appointed as APJ Regional Coordinator for PMP Program for HP Asia region
- 2009 Received **Certificate of Excellence** for 100% SLA target met (2 months) in Global Delivery Team towards Nokia Delivery
- 1999 Received **Best Trainer Award** for the following years: 1999, 2000, 2001

Education & Certificates

- 1991: NCC Certificate
- 1993: DIPLOMA in Computer Science
- 2000: Certified CompTIA Trainer
- 2002: Microsoft certified Professional (MCP)
- 2006: Microsoft Certified Trainer (MCT)
- 2007: Certification in Training (Train the Trainer)
- 2009: Microsoft Certified Technology Specialist (MCTIP)
- 2009: ITIL v2
- 2015: PRINCE2 Intermediate - Project Management
- 2018: ISO 22000 Food Safety Management System (FSMS)
- 2018: ISO 22000 Documentation Writing Workshop (FSMS)
- 2020: MCSA 2016 (Server 2016)

◆ Career Progression

IT Project Manager – TFP Solutions Sdn Bhd

Mar 2020 TILL Present

- ◆ Determine and define project scope and objectives
- ◆ Predict resources needed to reach objectives and manage resources in an effective and efficient manner Prepare budget based on scope of work and resource requirements
- ◆ Track project costs in order to meet budget
- ◆ Develop and manage a detailed project schedule and work plan & provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- ◆ Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
- ◆ Utilize industry best practices, techniques, and standards throughout entire project execution
- ◆ Monitor progress and make adjustments as needed and measure project performance to identify areas for improvement
- ◆ Assign and oversee the daily tasks of technical personnel while ensuring all subordinates are actively working toward established milestones
- ◆ Hold regular technical team meetings to determine progress and address any questions or challenges regarding projects & determine and define clear deliverables, roles and responsibilities for staff members required for specific projects or initiatives
- ◆ Recruit and train exceptional employees to fulfil posted positions within the technical department
- ◆ Update and maintain all production technologies ensuring proper maintenance and installation
- ◆ Develop and administer various human resources plans and procedures for all company personnel.
- ◆ Passionately drive results by thinking and acting quickly to ensure the long-term best interest of company objectives
- ◆ Develop, recommend and implement personnel policies and procedures; prepare and maintain handbook on policies and procedures

Senior Executive Research & Business Development – Kuala Lumpur & Selangor Indian Chambers of Commerce & Industry

Jan 2019 TILL Dec 2019

- ◆ Responsible for the overall development of education, awareness, incubation programmes and projects consistent with the goals of the organization.
- ◆ Work with government funding agencies' (ANGEL, PITCH-IN, JPM) on grants/ funds availability and enable the Chambers to tap these funds and share information with SME & StartUp companies' members to improve their business.
- ◆ Researching organizations and individuals to find new opportunities for business growth
- ◆ Marketing & Advertising Training Programs

Human Resource Manager - Lotus Desaru Beach Resort & SPA	Dec 2016 TILL June 2018
Project Manager - 3S Consultant Sdn Bhd	June 2014 till Oct 2016
Training Manager - MIMOS BHD	August 2012 till June 2014

- ◆ Primary function is to ensure through effective supervision that all services offered/provided by HR Department are carried out with the utmost efficiency and courtesy as per the procedures detailed in the Departmental Operation Manual.
- ◆ Design, implement and evaluate training and development programs as identified by Team lead's
- ◆ Developing and implementing HR strategies and initiatives aligned with the overall business strategy.
- ◆ Bridging management and employee relations by addressing demands, grievances or other issues.
- ◆ Explaining **human resources** policies, procedures, laws, and standards to new and existing employees.
- ◆ Promoting equality and diversity in the recruitment process & processing immigration paperwork for work permits.
- ◆ Developing and administering (NOSH) health and safety programs & ensure food hygiene is adhered all the time

- ◆ Assisting in converting Business STRATEGY into Business Technology, contributing SERVICES with SUBJECT MATTER EXPERTS (SME), and providing SUPPORT on the key area focused
- ◆ Managing the production of the required deliverables by adopting any delegation and use of project assurance roles within agreed reporting structures
- ◆ Ensuring operational objectives are met by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards & managing project risks, including the development of contingency plans

- ◆ Overall in-charge of Training & Transfer of technology activities for the project & prepare the training plan for customer & application vendor
- ◆ Coordinate with platform leads & plan the training sessions & prepare Training assessment
- Prepare training & transfer of technology completion reports once the Technical documentation have met the documentation standards.
- ◆ Revamp the Social Café website & start populating it with project information
- ◆ Create weekly Newsletter for the project updates

Project Coordinator(PMO)/Manager - Hewlett-Packard (M) Sdn Bhd	Year 2010 till Year 2012
<ul style="list-style-type: none"> ◆ Coordinate & work with the PMP UK team to promote this PMP program to ASIA Region ◆ PMO for Quality Control done for internal/team management which involves monthly and quarterly Quality Audits on internal Team projects to make sure the process are being adhered. 	
ITO Service Delivery Consultant 2 in Hewlett-Packard (M) Sdn Bhd	Year 2007 till Year 2010
<ul style="list-style-type: none"> ◆ Primary function was to resolve technical incident tickets which are escalated from the Service Desk and Level 1 within SLA. Involved in change management to perform changes and upgrade exchange server and movement within the Server, Exchange and Active Directory team which is over 100 exchange servers and messaging request (L2 Support) ◆ Troubleshoot Outlook related issues such as missing email, delegation problem, calendar and so on & Perform mass mailbox migration between domains, handle messaging device based technical problems and queries, & in deployment projects of exchange server's for clients in documenting, planning, and delivery of the project & monitor users in migration within the organization & monitor exchange servers backup and troubleshoot related issues & restoration from backup. ◆ Tools used DIRET, RARITON,DSVIEW, Lotus Notes, JET suppression, Info Board to support customer services & supported on Incident Change Management (ICM) & GMB Server patching & Migration of Citrix Farms 	
IT Technical Trainer/Consultant - Nota Asia (M) Sdn Bhd	Year 1997 till Year 2007
<ul style="list-style-type: none"> ◆ Primary role was conducting technical & application trainings for a wide range of customers from various companies and industries and assist in pre-pro sales support ◆ Conducted customized training in Microsoft Office operating on AS400 mainframe program for ESSO ◆ Involved in teachers training for Microsoft Smart School Project with Partners In Training ◆ Conducted seminars on application in Microsoft Small Business Server for end users and Microsoft TechNet for Microsoft ◆ Created course material development for MLVK (Majlis Latihan Vokasional Kebangsaan) Program for Computer Systems and Computer Networking and is an appointed PP (Pegawai Penilai) 	

Additional Information

Voluntary activities

- ◆ Member of **The Temple Of Fine Arts** (Theatre and Arts Production) for over 36 years
- ◆ Organized and coordinated various cultural programs at The Temple of Fine Arts within Malaysia
 - Food and fun fair to raise fund for Charity Hospital
 - Medical camps to assist in the plantation and estate for the poor & needy
 - Stage cultural performance & for the various Ministry departments
- ◆ Participated in the international events coordinated by The Tempe of Fine Arts (Australia, India and Singapore)
- ◆ Assisted in Proctoring and set up at Microsoft events, Windows 2008 Launch, Windows Hyper-V 2008, Exchange 2007, Office, Windows XP & Vista
- ◆ Lend an empathetic ear at random hospitals for children and mothers to share their grievance