SARAH CHOONG SHIOW YEN

Dear Sir/madam,

I completed my Bachelor of Computer Science (Hons) [CGPA is 3.2 (second class upper)] at University Tunku Abdul Rahman and later obtained my Master Degree in International Business (Msc) from the University of Nottingham.

My carrier started at Shell IT International (SITI) as an engineer in the GI-NG Application Compatibility project team. In this team I was promoted to a shift coordinator providing support for Asia Pacific and also the task of leading a team to develop and maintain the Knowledge Base for the team. With the direction of expending the support for remediation, I was then assigned to GI-NG Remediation Team as a Soft Grid Remediation Team coordinator in charge to setting up the necessary infrastructure for this new service.

I then move to P&G where I assumed the role as an Information and Decision Solutions (IDS) managing the Distributors ERP (Solomon) for ASEAN. Here I was to lead the consolidation project in moving ASEAN distributor to a single vendor, manage the current budget, forecast future budget and manage daily operation service level provided by vendor.

While pursuing my Master Degree in International Business (Msc), I worked part-time as business consultant for Siak Yoon Computer Sdn. Bhd., providing consultancy in the redesigning business process for the implementation of e-business solution to their company. My next main carrier attachment is with HP, working under the Shell Account. Here my role is an IT Technology consultation or engineer providing and implementing IT solution to the Shell Account ensuring that business continuity needs are meet.

I then joined Prudential BSN Takaful, as a Deputy Manager managing their IT Vendors. I was entrusted to manage all existing and new vendor related activities to ensure that vendors meet the Business needs, compliance and budget.

I then perusing my carrier in T-System Malaysia as an IT Security Consultant where I am entrusted to ensure that the Dynamic Platform Services (DPS) operations are in line and compliance with global security standards. Focal point to represent DPS Malaysia in audits (internal & external) as well ensuring IT Security from T-System Central is implemented accordingly in Malaysia.

I am now currently attached with HPE (DXC) as an Account Security Officer Support where I am assigned to Customer in Finance Industry. Here I am working to ensure that the customers systems are compliance with the defined security standards as well as managing and coordinating Audit related activities.

I will look forward for an interview with your esteemed organization anytime convenient to you.

Thank you,

Yours faithfully,

Sarah Choong Shiow Yen

012-6708448

Curriculum Vitae

1. PERSONAL RESUME

Name : Sarah Choong Shiow Yen
Telephone No. : 012-6708448 (H/P)
Email Address : sarah_csy2002@yahoo.com
Sex : Female
Nationality : Malaysian
Spoken : English, Malay, and Cantonese
Written : English and Malay

2. UNIVERSITY

University Universiti Tunku Abdul Rahman (UTAR) – K.L.
(2003 – 2006)
Examination : Bachelor of Computer Science (Hons)
Results : Second-Upper

University University of Nottingham
(2009- 2010)
Examination: Msc. Master in Science International Business
Results: Second Class

3. WORKING EXPERIENCES:

Hewlett-Packard Enterprise (DXC) - Account Security Officer Support (ASOs)
Duration : October 2016 – current
Organization : DXC/HPE
Designation : Currently assigned to assist Account Security Officer (ASO) to ensure IT Compliancy for Customer Account in Finance Industry. Performing Vulnerability Assessment (VA) scanning scheduling, scanning activities and monitoring of VA finding remediation with relevant teams. Liaising with customer and DXC to ensure that customer's assets in scope are scanned accordingly following the agreed SLA and compliancy requirement. Preparing and generate VA reports for customer and DXC relevant teams to view VA trending and remediation status.
Coordinate, manage and represent DXC for audit activity conducted by customer. Ensuring audit response and evidence are accurate and in line with audit scope. Conduct and coordinate internal audit to determine the compliancy status as well as gaps in current system. Ensure process improvement or remediation efforts are performed in-accordance and aligned with customer's IT Policy.
Reviewing customer's SOW, Security Controls, Process and Policy to ensure compliance and service rendered to customer are in-accordance to the agreements and policy. Review and ensure that DXC's operation supporting customers account process and policies are compliance. Perform improvement and awareness activity. Streamlining internal process for automation to increase efficiency to better serve customer.

Coordinate and manage Risk ensuring mitigation plan and remediation plan are in place. Liaising with customer to ensure that identified risk is communicated and agreed upon. Follow up on risk entry to ensure agreed remediation and mitigation are executed in timely manner.

Account Security Officer (ASO) backup during ASO absence to ensure that customer security and compliance matter are managed in accordance to agreed policy and statement of work (SOW) as well as representing DXC Security and Compliance team for customer meetings. Liaising with customer and Account Deliver Executive (ADE) to ensure security, risk and compliance matters are address in timely manner.

T-Systems Malaysia – IT Security Consultant
Duration : January 2015 – September 2016
Organization : T-System Malaysia (Dynamic Platform Services [DPS])
Designation : Assigned to overlook and manage T-System Malaysia DPS IT Security Infrastructure ensuring its compliancy. Focal point for T-System Malaysia working and coordinating with central T-System security team to implement and ensure that local systems are compliance in accordance to central guidelines. Performing routine run and maintain as well as focal point in any compliancy inquiries to ensure that operation is performing in accordance to T-Systems security standards. Performing routine security compliancy check and internal audit base on International Standard on Assurance Engagements (ISAE) and other Customer audit requirements to ensure DPS systems are up to standard. Representative and focal point for DPS for external audit that is to ensure that all require evidence are collected and presented to the auditor in a correct and timely manner. Responsible to coordinate and ensuring any gaps or finding during audits are implemented and clearly communicated to the required team to ensure that company IT security for DPS are system are of up-to-date and compliance.

Prudential BSN Takaful - Deputy Manager – IT Vendor Management
Duration : 7th April 2014 – August 2014
Organization : Prudential BSN Takaful
Designation : Currently assigned to overlook and manage Prudential BSN Takaful's IT (Security & Infrastructure) Vendor's contracts, purchases, payment and resolution discussion when required. Document and review current Vendor Management related process and provide proposal on process improvement to reduce cost and increase efficiency in current processes. Assist Prudential BSN Takaful's IT Director to overlook the budget spending, ensuring that purchase are within the allocated budget or request for budget review if required. Involve in IT projects in the area of sourcing for suitable vendor, negotiation, requirement gathering and liaising with finance, legal and relevant teams to secure the right vendor that meets Prudential BSN Takaful business needs, compliance and goals.

Hewlett Packard (HP) - Technology Consultant
Duration : 1st Feb 2011 – 2nd April 2014
Organization : HP
Designation : Assigned to Shell Account to provide IT Technology consultation and engineering for Shell Thick Clients. A service owner for Microsoft Real Time Communication Products (Office Communicator, Live Meeting and Outlook Add-In) and Microsoft Office Suite Products. A coordinator for Shell Thick Client Monthly Vulnerability Assessment (VA) in the area of security patching to ensure that Desktop environment are patch and meets customer service level agreements. Performing patch management scanning via Windows Server Update Services (WSUS) to identify vulnerability gaps followed by engineering, testing, report preparation, report notification to stakeholders and deployment of patch into production environment. Ensuring that deployment follows the release and change management process that have been implemented in

the environment. Manage and track identified vulnerability to be excluded by customer via IT Exemptions and ensure re-view on the exempted vulnerability is performed on prompt manner to achieve compliance status.

Assist and lead multiple Infrastructure and Service Enhancement Projects that involve around Group Policies Object (GPO) modification or implementation, Microsoft Office components, Windows 7 global implementation, Desktop Anywhere and etc. Assigned to align engineering internal processes to ensure that it is aligned with customer's Release & Change management process that follow ITIL standards. Ensuring and mentoring Team members follow and comply with the standards to meet Key Performance Index (KPI).

Deloitte – IT Risk Analysis Consultant 1
Duration : 3rd Jan 2011 – 26th Jan 2011
Organization : Deloitte
Designation : Perform IT audit on Business IT Systems to ensure that system especially Security Infrastructure are in line in IT Audit guideline.

P&G – Associate Manager: Information & Decision Solutions (IDS)
Duration : Dec 2008 – April 2009
Organization : P&G(Procter & Gamble)
Designation : Service Operations Associate Manager to overlook Distributor ERP system (Microsoft Solomon) provided by Vendor. Responsibility to lead the consolidation project in moving ASEAN distributor to a single vendor, manage the current and forecast budget and refine and reinforcing ITIL in distributor daily operation to bring current Service Operation to standards.

EDS (Shell Account – GI-NG AppCompat & Remediation Engineer)
Duration : 1 July 2008 – Dec 2008
Organization : EDS
Designation : Team Coordinator to assist in setting up a new service to remediate incompatible applications with Microsoft SoftGrid. Provide suggestions and recommendation to ensure that this new service will be able to be delivered while still providing support for GI-NG Application Compatibility team. Develop detail documentation on setting up service infrastructure and issue arise in preparation on providing training and support for future engineers and also provide remediation troubleshooting and SoftGrid solution on application request that is submitted by business.

Shell SITI – GI-NG AppCompat Support Engineer
Duration : 19 June 2006 – 30 June 2008
Organization : Shell Information Technology International
Designation: To assist in the preparation of migration of Shell Business application to Microsoft Vista Operating System. Perform application compatibility testing and troubleshooting to ensure that applications are working on new Operating System. A Shift Coordinator for Asia Pacific region to assist in managing and organizing a shift during application functionality testing. Developed an automated excel generating modules for in-house developed tool that is used as a statistic report for business and internal team engineers. Assist in generating test-plan, perform testing on in-house developed tool and provide recommendations and suggestions to increase the user experience acceptance and usability of the in-house developed tool. Assist in providing training to Business on process and procedures of conducting application compatibility testing. In charge overlooking and coordinating to built up the Knowledge Base system that will enable both internal and Business to be well inform of new issues, updates, technology and known issues regarding the efforts of migrating to a new infrastructure. Assist in writing internal process flow documents to ensure the testing operations will be carried out in an organized and systematic

manner. In November 2007, assumed role as GI-NG Application Remediation Team Coordinator to assist in setting up a new service to remediate incompatible applications. Provide suggestions, recommendation, documentation, training and support for future engineers to ensure that this new virtualization service is in line with Business strategy. On April 2008, assigned to become an onsite support Engineer in Europe domain that required being in the Netherlands for a month long as an onsite support engineer.

4. AWARDS & CERTIFICATES

Shell GI-Next Generation Certificate of Appreciation (2008)
Certificate awarded for excellent service rendered to the program team project of the migration to Windows Vista desktop infrastructure.

P&G Supply Network Systems (SNS) University (2009)
Certificate offered on completion for Asia SNS application fundamentals training held in Manila. The course was aimed in providing fundamentals on business supply chain and how technology can aid in creating a network system that allow companies to achieve Just-In-Time (JIT) infrastructure.

ITIL Foundation Certificate in IT Service Management Foundation (2012)
Certification offered on completion for Information Technology Infrastructure Library (ITIL). The Course was aimed in providing fundamental for the best practice for IT Service Management used by most corporations.

Microsoft Certificate of Achievement – Configuration Windows 8 (2013)
Certification offered on completion of Microsoft Official Course MS206687- Configuring Windows 8.

COBIT 5 (2015)
COBIT 5 Foundation Certification. Control Objectives for Information and Related Technology (COBIT) is a framework created by ISACA for information technology (IT) management and IT governance. It is a supporting toolset that allows managers to bridge the gap between control requirements, technical issues and business risks.