



# KHAIRUL NIZAR BIN MOHD ARIP

Phone # : 6-013-351 9741 / Email : [khairul.mohdarip@gmail.com](mailto:khairul.mohdarip@gmail.com)

## CAREER SUMMARY

An experienced Global Director working across large and complex environment, with key emphasis on strategy, transformation and operational management, stakeholder management and financial proficiency.

**Business-Centric IT Leadership | Customer Experienced | ROI-Focused Projects**

## STRENGTH

Strategic technology executive offering accelerated record of viable solutions impacting organizational capability and performance; noted for harnessing leading technologies to accomplish core business goals. Infrastructure leader and financial steward who motivates teams to top achievement.

**Leveraging Emerging Technologies  
Preserving Funds & Controlling Capital Budgets  
Creating Highly Available, High-ROI Systems**

**Maximizing Vendor Relations & Negotiations  
Spearheading Automated Solutions Initiatives  
Facilitating Decisions via Business Intelligence**

## Career Achievement

Khairul was selected to be part of the TOP 20 DRB-HICOM: TOP TALENT PROGRAM in December 2014 where the program goal is to have a pool of talents (Senior Manager to General Manager) to be ready for future challenges. This program is conducted by the IA Group and upon graduation, the Top Talents are awarded with Master in Management by Asia Metropolitan University.

## Specialties

1. Leadership skills with emphasis on improving customer experience, business process improvement and operational excellence.
2. Ability to communicate effectively at all levels and solution-oriented with strong problem solving and analytical skills, whilst maintaining focus on business objectives.
3. Broad experience in IT Outsourcing specifically managed services.

## Professional Certificates & Trainings

- ITIL Intermediate : Service Strategy
- ITIL Intermediate : Service Transition
- ITIL Intermediate : Service Operation
- ITIL Foundation Version 3
- The 7 Habits of Highly Effective People
- ISO/IEC 20000 Auditor Workshop
- VMWare Certified Professional
- Microsoft Configuration Manager 2012 (CM2012)
- Microsoft Server Management System 2003 (SMS)

- Microsoft SharePoint Server 2012
- Novell ZENWORK For Server Administrator
- Novell ZENWORK For Desktop Administrator
- HP-UNIX, System & Network Administrator (SNA) 1

### **Wiseyes Solution Sdn Bhd.**

---

Reporting to : CEO  
 Title : Chief Technology Officer  
 Team : 22 (local based)  
 Year : December 2021 - Present

#### **Key Responsibilities**

1. IT & Digitalization Solutions, Projects Management, IT Infrastructure and Security, Datacenters & Support
  - To create and oversee the company's **outsourcing business** to ensure compliance with all **the Contracts**.
  - To create and oversee the company's **IT Solutions**, Project Management and its operations of various **data centers** with a total of 18 manpower resources.
  - Ensure the Management of Availability, Capacity, Change and Deployment is met as per **Service Level Agreement (SLA)**.
  - Accountable for escalations and ensure proper support and communication is provided.
2. People & Quality Management
  - Ensure Process and Procedures documents are up to date, which include **SLAs, OLAs, Support Metrics and Business Impact Analysis (BIA)**
  - Ensure all IT and related technology and **Service Deliverables** to comply with **the Contract**.
  - Ensure IT Security is being managed as per **Risk Management**.
  - To ensure technical skill sets are relevant to the team's direction.
  - To ensure the team soft skills are sufficient to support business demand
3. Cost Centre Management
  - To create and oversee all IT procurement processes and activities.
  - To monitor and analyze cost of projects from OPEX and CAPEX model.
  - To Oversee **Purchase Order, new proposals, Maintenance Agreement, Hardware & Software Licensing and Invoice payments** being managed as expected.

### **Labuan Reinsurance (L) Ltd.**

---

Reporting to : CEO  
 Title : Chief of Information Technology  
 Team : 8 (local based)  
 Year : March 2021 - December 2021

#### **Key Responsibilities**

1. IT Strategy, Cyber Security Governance, Projects, Infrastructure and Application Operational & Support
  - To create and oversee the company's **Cyber Security Policy** to ensure compliance with **Labuan Financial Services Act (LFSA)** as well as benchmarking with BNM's requirement.
  - To create and oversee the company's **IT roadmap** and its operation that **2 data centers** with a total of 6 manpower resources.
  - Accountable for escalations and ensure proper support and communication is provided.

2. People & Quality Management
  - Ensure Process and Procedures documents are up to date, which include **SLAs, OLAs, Support Metrics and Business Impact Analysis (BIA)**
  - Ensure all IT and related technology to comply with **LFSA**.
  - To ensure technical skill sets are relevant to the team's direction.
  - To ensure the team soft skills are sufficient to support business demand
3. Application Development & Innovation
  - To oversee the entire spectrum of **Application Development Lifecycle**, which include **Business Requirement process**, architecture and design, UAT and support.
  - To ensure all initiative to be supported by enabling **digitalization and automation** includes Robotic Process Automation (RPA).
  - To oversee deployment and acceptance follow SOPs.,
4. IT Security & Governance
  - To create and oversee the framework of **ITIL** and **ITSM** is implemented throughout the entire IT Operations with the focus on Incident Management, Change Management and Problem Management.
  - To create Standard Operating Procedures (SOP) which cater most of ITIL processes.
  - Ensuring best practice of **IT Security** in place by benchmarking against the company **Cyber Security Policy**
5. Vendor Management
  - To create and oversee all IT procurement processes and activities.
  - To Oversee **Purchase Order, new proposals, Maintenance Agreement, Hardware & Software Licensing and Invoice payments** being managed as expected.

## **PUSPAKOM Sdn Bhd.**

---

Reporting to : CEO  
 Title : Head of Information Technology  
 Team : 50 (local based)  
 Year : June 2014 – February 2021

### **Key Responsibilities**

1. IT Strategy, Projects, Infrastructure and Application Operational & Support
  - To oversee the company's **IT roadmap** and its operation that **covers 60 server rooms and 2 data centers** with a total of 50 manpower resources. IT coverage includes the entire company's operations throughout nationwide and its subsidiaries.
  - Accountable for escalations and ensure proper support and communication is provided.
  - To ensure each unit on performance Trend analysis on KPI reports and drive improvement initiatives to ensure **Continuous Service Improvements (CSI)**.
2. People & Quality Management
  - Ensure Process and Procedures documents are up to date, which include **SLAs, OLAs, Support Metrics and Business Impact Analysis (BIA)**
  - Ensure operation comply to **Country Regulatory bodies (i.e. Bank Negara Malaysia)**
  - To ensure technical skill sets are relevant to the team's direction.
  - To ensure the team soft skills are sufficient to support business demand
3. Application Development & Innovation
  - To oversee the entire spectrum of **Application Development Lifecycle**, which include **Business Requirement process**, architecture and design, UAT and support.

- To ensure all initiative to be supported by enabling **digitalization and automation**.
- To oversee deployment and acceptance follow SOPs.,

#### 4. IT Security & Governance

- To oversee the framework of **ITIL** and **ITSM** is implemented throughout the entire IT Operations with the focus on Incident Management, Change Management and Problem Management.
- Ensuring best practice of **IT Security** in place by benchmarking against **ISO ISMS 27001:2013**

#### 5. Vendor Management

- To Oversee new registration and risk assessment on newly registered vendors
- To Oversee **Purchase Order, new proposals, Maintenance Agreement, Hardware & Software Licensing** and **Invoice payments** being managed as expected.

#### Achievement

- **Strengthened Business Experience** by utilizing Virtualizations Solutions, IOT, Big Data and Payment Solutions on enabling new Line of Businesses and transformed the industry practice of Business to Business engagement.
- **Achieved** 30% changes for Cash Handling to E-Cash on operational cash handling amounting 60 million Ringgit.
- Achieved cost saving of **30%** for FYE 14/15, 15/16, 16/17 and 17/18.
- Lead to achieve ISMS 27001:2007 and ISMS 27001:2013, Disaster Recovery, Business Continuity Management and enable new businesses.
- Enabling new business opportunities using Online Payment (credit/debit Cards, FPX and eWallet).
- **Top industry reputation for technology utilization** with real-time data/high-speed wireless connectivity.

#### **SCOPE International Sdn Bhd.**

---

Reporting to : Head of PSS  
 Title : PSS Senior Manager  
 Team : 12  
 Year : Oct 2012 – May 2014

#### Key Responsibilities

##### 1. Projects, Operational & Support

- To oversee the **Product Services and Support (PSS)** on the area of Consumer Banking Application throughout the South East Asia Region.
- Accountable for escalations and ensure proper support and communication is provided.
- To ensure each unit on performance Trend analysis on KPI reports and drive improvement initiatives to ensure **Continuous Service Improvements (CSI)**.

##### 2. People & Quality Management

- Ensure Process and Procedures documents are up to date, which include **SLAs, OLAs, Support Metrics and Business Impact Analysis (BIA)**
- Ensure operation comply to **Country Regulatory bodies (i.e. Bank Negara Malaysia)**
- To ensure technical skill sets are relevant to the team's direction.
- To ensure the team soft skills are sufficient to support business demand

##### 3. Vendor Management

- To Oversee new registration and risk assessment on newly registered vendors

- To Oversee **Purchase Order, new proposals, Maintenance Agreement, Hardware & Software Licensing** and **Invoice payments** being managed as expected.

## **Dell Global Service Center**

---

Reporting to : Director (IT Client Services)  
 Title : Global Client and Engineering Manager  
 Team : **18 Global** (Brazil, France, Malaysia)  
 Year : 2010 – Sept 2012

### **Key Responsibilities**

1. Operational & Support (**Dell Internal 150k users & External Clients – Leverage Account**)
  - To manage day to day **level 2 and level 3 Incident Management, Change Management and Problem Management for Dell Internal globally**
  - Accountable for High & Urgent related tickets and ensure proper support and communication is provided.
  - Perform Trend analysis on KPI reports and drive improvement initiatives for continuous improvements.
2. People & Quality Management
  - Ensure Process and Procedures documents are up to date
  - To ensure technical skill sets are relevant to the team's direction.
  - To ensure the team soft skills are sufficient to support global demand
3. Project Management
  - Involves in potential new accounts on delivery to ensure Scope of Work (SOW) and technical skills are sufficient.

### **Achievements**

- Transition and setup new outsourcing deal on Managed Services for Asia Region in Malaysia
- Migrated 150,000 users globally from Window7 & WinXP to Window8

## **Shell Information Technology International**

---

Reporting to : Delivery Manager (Global Function IT)  
 Title : Technical Specialist  
 Year : 2008 – 2010 (Contract Term)

### **Key Responsibilities**

1. Change Management (CAB)
  - Manages and coordinates all request on Request For Change (RFC) for HR module on upgrades of 4.6c to ECC6.
  - Maintain strong working relationship with Service Managers and Technical Manager to achieve project and operation KPI.
  - Data gathering and trend analysis on projects and operations changes.
  - Ensure all changes are implemented and follows ITSM Standard Operating Procedures.

## Hewlett-Packard (M) Sdn Bhd

---

Management Report to : Country Manager (Global Centre Malaysia - GCM)  
Functional Report to : Country Manager (Global Centre Bulgaria - GCB)  
Title : Global Initiative Manager  
Team : **5 Global** (Slovakia, Philippines, India, Costa Rica, Bulgaria)  
Team : **50 Local** (L2 and L3)  
Year : 2006 - 2008

### Key Responsibilities

#### 2. Remote Support Centre (RSC) Management

- Consistent plan, analyze, design, test and implement end-to-end application and standardization of Service Delivery and Support processes and procedures within RSC in all 7 Global Delivery Centre (GDC).
- Liaise with Service Management Centre (Account team) to identify new services, build business cases, and analyze business investment vs. cost saving and forecast business and operation needs.
- Lead for Problem Management and Release to Production Automation related issues for GCM
- Provide ITSM consultation to supporting accounts across all technology towers in the centre
- Lead of **Capacity Management and Configuration Management** related issue for Global Centre Malaysia (GCM).
- Provide deep technical support (Wintel) to Sending Organization (SO), to Technical Support (TS – 2<sup>nd</sup> Level) and Command Centre (CC – 1<sup>st</sup> Level)
- Maintain strong working relationship with SO, liaise with Account Delivery Manager (ADM) to achieve operation KPI.
- Manage escalation and perform root cause investigation. Implement corrective actions.

#### 3. People & Quality Management

- Drive continuous improvement by create **various Balance Score Card (BSC) for continuous benchmarking** of all supported accounts through various **Service Level Agreement (SLA) and Key Performance Index (KPI)**.
- Overlook operational processes and standardization of related documents
- Lead accounts for operational process maturity and benchmarking to achieve operational excellence
- Consistent plan, analyze, design, test, monitor and implement continuous process improvement using ITIL and ITSM methodology.
- Document technical solution and build up knowledge database for use by TS CC engineers.
- Deploy standard processes for dispatching, communication, troubleshooting and problem resolution techniques.
- Contribute in quality and productivity improvement projects and enhance operational processes and documentation
- Lead the team to ensure operation and project goals are in sync with company direction.
- Assist in **Individual Development Plan (IDP)** to ensure sufficient skills are acquired and to encourage personal career development.
- Drive 2 way communications between technology managers, shift leads and the quality team.
- Lead and manage End-To-End process for Incident Management, Problem Management and Change Management within the account and manages escalation within each assigned account.
- Represent account in Daily Operation Review (DOR) to oversee the operation as a whole.

#### 4. Project/Financial Management

- Continuous analyze **operation profit and lost (P&L)**, define and implement operational cost saving to ensure **optimum** usage of resources.

- Liaise with Remote Management Centre (RMC) to ensure deliverables of call centre (helpdesk) are met and required information is recorded.
- Continuous sharing of Reference Manual from RSC to RMC, to ensure knowledge are capture and shared to relevant teams.
- Overlook data gathering and trend analysis across all technology towers within all accounts
- Liaise with Remote Management Centre (RMC) to ensure deliverables of call centre (helpdesk) are met and required information is recorded.
- Continuous sharing of Reference Manual from RSC to RMC, to ensure knowledge are capture and shared to relevant teams

### Achievements

- Lead for Operational process maturity for accounts in Global Centre Malaysia (GCM).
- Assist to achieve certification for ISO 20000:1 for HP Global Centre in India (GCI).
- Transition to Support for new account Managed Services

### **Shell Information Technology International**

Reporting to : Delivery Manager (Global Function IT)  
 Year : July 2005 – 2006 (Contract Term)

### **Electronic Data Services (EDS) SDN BHD**

Reporting to : Desktop, Server and Messaging Services (DSMS) Manager  
 Year : Nov 2004 – June 2005

### **TECHNICAL SKILLS**

- Working platforms / operating system includes Windows 3.x/ 9x, Windows NT 4.0, Windows 2000 Professional, XP, 2003 Server, Ms Exchange 5.5, Novell NetWare 5.1, 6.0, Unix (System and Network Administrator 1)
- Desktop Management includes Novell Zenwork Desktop Management, Novell Zenwork for Server, Novell Patch Management System, Window based applications, IT Process in GI environment
- Programming skills: C/C++, Visual Basic 6.0, Advanced Business Application Programming (ABAP)
- Database: Oracle Developer 2000, SQL Server 7.0, PL/SQL script, Oracle relational database management
- IT Infrastructure, i.e Networking, TCP/IP, DHCP, DNS, SAN, Storage and Server hardware
- Knowledgeable in Storage & Backups.
- Knowledgeable of Information Technology Infrastructure Library (ITIL).
- Knowledgeable of Legacy System Migration WorkBench (LSMW)
- Knowledgeable in Control Objectives for Information and related Technology (COBIT)

### **ADDITIONAL INFORMATION**

**Written and Spoken Language** : English and Bahasa

#### **Service Centre Tools**

- HP Open View Service Centre (OVSC) and HP Open View Service Desk (OVSD)
- Peregrine Service Centre 5.1 and Digital Workflow Service Centre 8.5
- PeopleSoft CRM (CAMs)
- Remedy 7 and 11

EDUCATION LEVEL
-----------------

**ASIA METROPOLITAN UNIVERSITY (Aug 2015 - Aug 2016)**

Master in Management

**Mara Technology University, Shah Alam, Selangor (Jan 2000 - Oct 2001)**

BSc. (Hons) in Computer Science

**Mara Technology University, Jengka, Pahang (Jan 1997 – May 1999)**

Diploma in Computer Science

**Mara Junior Science College (MRSM), Jasin, Melaka (Jan 1994 – May 1995)**

SPM, Pure Science