ZAIN HASSAN

SUMMARY

Senior IT Leader with over 20 years of experience in IT industry. A people person, visionary leader with focus in value creation to business through continual service improvements. Technically sound within IT infrastructure landscape.

Availability: **3 months notice**

EDUCATION

Master's Degree in Systems Engineering, 2017. Universiti Teknologi Malaysia
Recipient of Best Postgraduate Student Award

Bachelor Degree in Computer Science, 2003. Universiti Teknologi Malaysia
Recipient of First Class Degree Award

CERTIFICATION

- TOGAF 9.2
- AWS Certified Solutions Architect
- Six Sigma Yellow Belt
- Microsoft Certified Azure Fundamentals
- Microsoft Certified Solutions Associate (D716-5279)
- Microsoft Certified IT Professional (6190520)
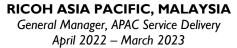- ITIL 4 Foundation
- ITIL v3 Intermediate

YTL CEMENT BERHAD
Head of IT Infrastructure & Operations
March 2023 - Present

An Executive reporting directly to the Group CIO at YTL Cement Berhad, I am leading the digital transformation journey for Malaysia's largest building materials manufacturing company. Spearheading a Cloud-first strategy, I rejuvenated 15-years-old IT infrastructure and applications across 130 sites in 3 countries while keeping IT budget under 1% of total revenue.

Key Achievements:
1. Build Cloud Center of Excellence as key enabler in refactoring legacy applications to modern design pattern namely containerized, microservices and low code platform. As part of this activity, I introduced FinOps practice to closely manage cloud costs in the organization.
2. Revamped the organizational structure into shared services model, eliminate shadow IT and increase efficiency through standardized policies and common reference architecture.
3. Adapt Zero Trust Security framework by transforming to Secure Access Service Edge (SASE) for network security, implemented SIEM and EDR to manage endpoint security risks, introduced granular Role-based Access Control, and Privilege Access Management
4. Comprehensive tech refresh by moving to lower cost Sangfor hyperconverged infrastructure that simplify compute requirements for all sites. Transitioned from wired to fully wireless network in main HQ and key sites.
5. Improved backup practices by having holistic solution across application workloads, M365 resources and container infrastructure. Introduced RTO and RPO based on application criticalities.
6. I designed AWS landing zone structure, initiate key migration activities for critical application servers including SAP system to AWS which tremendously improve user experience in accessing the applications.
7. I introduced new standards for plant IT infrastructure through data collections and physical geographical study that encompassed on improving application/network performance, increasing productivity while reducing cost for business. The standards include type of hardware, network design, sensors connectivity, and disaster recovery requirement.
8. I implemented several key tools to increase IT support efficacy – Zabbix as observability to collect metrics and alerts from servers, network equipment and other server room hardware; Kaseya VSA as remote management, patch management, and automation tool for all endpoints.

RICOH ASIA PACIFIC, MALAYSIA
General Manager, APAC Service Delivery
April 2022 – March 2023

mzainh@gmail.com

+6012 295 2508

https://www.linkedin.com/in/mzainh

- ITIL v3 Foundation

SKILLS
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Operations Management, IT Architecture, IT Governance, Vendor Management, ITSM practice, Digital Enablement and Digital Transformation.
PMP, Prince 2, Scrum Experience
Data modelling, Analytics, SQL database
Virtualization (VMware, Hyper-V), Containers, AWS, Azure
Technology

REFERENCE
—

Santosh Nair
Azure DevOps Lead
British Petroleum, Houston, USA
+1 713 264 2790
santosh_76@yahoo.com
Former Direct Manager

Anoop Prabhakaran
Associate
JP Morgan Chase & Co., Singapore
+65 8118 1255
findanoop@gmail.com
Former Colleague

RESEARCH
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I took a one-year assignment in a very senior role at Ricoh Asia Pacific, reporting to HQ in Japan. I focused on transforming Ricoh from a copier company to a Digital Services Provider within this region.

Responsibilities:
- Led strategic initiative in creating Ricoh IT Services service catalog
- Creation of Centralized Infrastructure Services organization to support legacy printing business and new IT Services business
- Site Lead for Malaysia Regional Office

Achievements:
- Introduce Ricoh Operations Center (ROC), hire strategic leaders and technical resources to run the operations
- In-source Ricoh Regional IT Infrastructure Operations support from external vendor in Hong Kong to ROC in Malaysia
- Move existing support operations from Australia and New Zealand to Malaysia
- Manage the operations of Customer Contact Center for whole Asia Pacific for legacy Office Printing Business
- Improve core systems through standardization of tools and processes which led to 30% operational cost savings for both legacy and new business.
- Formalize IT portfolios and go to market strategy with respective Managing Directors and Sales Leaders in each country

ACCENTURE TECHNOLOGY, MALAYSIA
(ACQUISITION FROM AIG SHARED SERVICES, MALAYSIA IN 2021)
Head Solutions Architect and STaaS
August 2019 – March 2022

Responsibilities:
- Orchestrated technology solutions to align with business imperatives.
- Oversaw architecture design, engineering, IT modernization, and cybersecurity initiatives.
- Led the Storage and Backup as a Service (STaaS) program through Dell, managing operations, financials, and governance.

Achievements:
- Implemented regional compute transformation, data center consolidation, and cloud migrations.
- Redesigned edge workloads for business productivity applications.
- Migrated critical workloads to regional data centers.
- Reduced data centers and server rooms from 20 to 7 smaller remote server rooms across 9 Asia Pacific countries, which led to significant cost saving over $750K

- Refreshed infrastructure to hyperconverged architecture to simplify IT Management, resulting to reduction of local IT support.
- Resulted in over $2M in CAPEX and OPEX savings over 5 years through data center improvements.
- Ingest all archive tapes in APAC region to long-term archival solution in cost effective storage, reducing risks in physical handling and ensuring AIG can meet its regulatory requirements.

KONICA MINOLTA BUSINESS SOLUTIONS, MALAYSIA
Head of IT
January 2019 – August 2019

As the Head of IT at Konica Minolta Business Solutions, I managed departmental responsibilities and IT budgeting while focusing on transforming the digital portfolio, designing IT systems, enhancing connectivity, and developing applications. Notable achievements included implementing ITSM practices, introducing service desks, initiating the migration from SAP ECC6 to SAP HANA, and successfully deploying a VPN solution using FortiGate to facilitate remote work during the COVID-19 pandemic.

DXC TECHNOLOGY, MALAYSIA
(FORMERLY HEWLETT PACKARD ENTERPRISE)
Head of Compute Services (Asia)
August 2013 – January 2019

I spearheaded the establishment of the IT Infrastructure Support Centre for HP Global IT Operations in Malaysia by offshoring support functions from the Houston and Austin IT Centers. I expanded the team tenfold to 150 personnel in Asia, enabling 16x7 support coverage. I oversaw operations across five technology domains—Unix, Windows, Storage, Backup, and Private Cloud—ensuring business continuity, managing escalations, and mitigating cyber security threats.

Additionally, I played a pivotal role in employee development, talent building, and continuous service improvement. This led to a leaner organization and the automation of key services during my six-year tenure with the organization.

Capability Manager
June 2011 – July 2013

As Capability Manager, I am directly responsible for IT Infrastructure support services for 32 HP external clients. My primary responsibility is ensuring all support teams are meeting the commercial SLA this include managing complex technical incidents, high priority major incidents, driving proactive problem management and day to day team management functions.

HP ENTERPRISE
(FORMERLY HEWLETT-PACKARD)
Windows Deep Specialist
January 2008 – 2011

Starting as a Windows Server Subject Matter Expert, I successfully implemented cost optimization through incident automation, led server migration activities, and contributed to various key projects, including SCCM infrastructure upgrade, HP-Samsung Digital Printing factory IT infrastructure integration, and HP IT Datacenter consolidation.

ELECTRONICS DATA SYSTEM, MALAYSIA
Infrastructure Analyst
March 2007 – December 2007

In this role, I worked in IT infrastructure outsourcing for EMEA and US-based customers, responsible for Windows server system administration.

MESINIAGA BERHAD, MALAYSIA
Customer Engineer
March 2003 – February 2007

As a Customer Engineer for a local IBM partner, I handled IBM servers, storage, printers, and notebooks repair and installation for IBM local customers. I was recognized as CE of the year in 2005 and 2006 and successfully set up and ran a new remote technical operations center in a northern state of Malaysia.

mzainh@gmail.com   +6012 295 2508   https://www.linkedin.com/in/mzainh