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| |  | | --- | |  | | **Vincent Lim** Contact : (+60) 192806942  Email Address : [vssa0@gmail.com](mailto:vssa0@gmail.com)  Address : No.41, Jalan Batu Nilam 25,  Bandar Bukit Tinggi 2,  41200, Klang, Selangor  Expected Salary : RM30,000 | |
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| **Experience** | |  |  | | |
| 28 years of total experience | | | | | |
| Aug 2021 till Current  Sep 2007 - Feb 2020 (12 years 6 months) | | **Head of Technology & Innovation(Contract)**  New Hoong Fatt Auto Supplies  Industry ManufacturingTrading  Specialization IT/ Computer  Role Strategic & Planning  Position Level Senior Management  **Achievements:**  1) **Strategic 5-10 Business Plan**  - A part of the core team in coming out with the next 5-10 years Strategic business plan  as the landscape of the automobile changes towards EV.  2) **Digital Transformation**  **-** Leading the Digital Transformation Initiative, re-looking at business processes with  the business leaders on how Information Technology can help in solving  the challenges in the businesses.  - A few initiatives like Automation, AI, Data Analytics is under way to transform the way  Business is conducted  3) **ERP Implementation**  - Leading the ERP replacement project. Currently the group is using the AX ERP  System that was in use since 1`5 years ago. It has reaches it’s life  Shelf and there are many limitations to it’s functionalities that are not helping the  Group moving forward in it’s business. An alternative ERP system that is more  advance will help the business to be ready for business strategic direction  moving forward.  4) **IR4.0 implementation**  - Responsible to introduce IR4.0 grant application to the company. It is a grant given  by government to encourage SMEs to automate manufacturing plants that will  reduce cost and improve efficiencies.  - The grant has been approved and we are doing a pilot production line now by fixing  IoTs at various places at the production lines that will be able to sent instant  Information to a centralized control room for monitoring of critical information  **General Manager - IT**  The Lion Group - Corporate Office | | | |
| Industry | Retail / Manufacturing / Property Development | | |
| Specialization | IT / Computer | | |
| Role | Senior Management | | |
| Position Level | General Manager - IT | | |
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| **Achievements**:  1) **In-House Software Development**  - Managed a semi-centralised Software Development Team consisted of 53 staffs that  focuses on various platforms and development environments.  - Setup the proper test environment separated from the live environment to  enable smoother testing without affecting the live environment with the cloud technology  - Instituted the Scrum Methodology in software development for more near to  real time response to projects  - Setup proper Software Development Life Cycle(SDLC) with proper Release  Management and Incidence Reporting and tracking.  2) **CRM**  - With the principal that it is the company’s responsibility, not the customer’s, to make  advances by catering to the needs and questions of customers with Omni-Channel touch  point and AI, Machine Learning and Automation in-built so that the Customer Service  personnel can focus more on customer interactions.  - We went further by implementing Chatbots for better customers experiences and instance  response from Parkson for any complaints. The overall customer experience has been  improved tremendously based on the general comment on our website.  3) **Global Shared Services Center**  - Setup the Global Shared Services Center for Lion Group and is fully responsible for the  P&L and operations of the center.  4) **Private cloud for Lion Group**  - Setup the private cloud with full redundancies off-site to support the group  5) **ERP implementation for Steel Division**  - Implemented a new ERP system for the Steel Manufacturing group of companies to  replace an old legacy system that has much restriction. With this implementation, more accurate  information are available for timely decision making.  6) **CyberSecutiry FrameWork**  **-** In year 2013, implemented the CyberSecurity Framework adapted from the NIST and COBIT  CyberSecurity FrameWork V1 - “Improving Critical Infrastructure Cybersecurity”  (February 2013) when we setup the Global Shared Services Centre and the  Group Private Cloud to ensure the design of the infrastructure takes into  consideration best practises for CyberSecurity was built-in.  7) **Digital Transformation(DX)**  - A few initiatives were birth from the DX. The major one is retail group where we created  synergy between Parkson Retail and Parkson Credit Services by encouraging Parkson  Credit Services customer to join the Parkson Retail as member with some free gifts and  for Parkson retail to introduce it's customer to take loan for electrical items from Parkson  Credit Services. With this initiative itself, parkson membership increase by at least  9000 in 1 year and increase in sales by at least RM780,000 from this new customer alone.  7) **Parkson Credit Services loan processing /approval system development**  - Designed and developed the system from scratch with the requirements from the  Parkson credit Services users. It is fully web enabled and we are the first Credit Company  In Malaysia that has a full online loan application/approval system. We were able to launch  The system at a cost of 35% from buying off the shelf and the system is exactly  what we needed to run the business effectively.  8) **Data analytics**  - Setup the data science team to explore that wealth of data that we have within the group  that was accumulated over more than 50 years of existence. A few initiatives was  birth especially in the retail space as a result of analysis of data that we have within the group.  9) **Parkson Loyalty Program**  - Setup the Loyalties program for all Parkson Retail across 6 countries in Asia. Points  accumulated can be redeemed in any of the Parkson Retail stores in any country.  - Partnering with some brands for points accumulation and also point Redemption.  10) **Parkson eWallet**  - Partnering with various eWallets in each countries to provide eWallet services.  - At pilot stage for Parkson eWallet that are currently used internally within Lion Group for  Group staff purchases. It is due to be launched to the market by 2Q 2021.  11) **Tele-Communication consolidation**  **-** Consolidated all mobile lines to Celcom and negotiated a very attractive package  where calling between the mobiles lines in the group is free. Internet access is  also at a very discounted rate. International calls to certain countries is also at  60% - 80% discount. Further negotiated with Celcom to allow each staff to  apply for max of 6 lines for the family members so that calling among them is  also free. There were all in all 48,000 lines consolidated into Celcom under this plan.  With the consolidation, the group managed to gain a saving of over RM1mil/year  on mobile phone bills claims itself in the first year after implementation.  - Also negotiated a very special pre-paid plan for the foreign workers within the group.  It is at 30% - 40% discount from the market rate.  . | | | |
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| Jan 2005 - Sep 2007 (2 years 9 months) | | **Technical Manager - Asia Pacific** Smarten Asia Sdn. Bhd. | | | |
|  | | Industry | Computer / Information Technology (Software) | | |
|  | | Specialization | IT/Computer - Software | | |
|  | | Role | Product Management/Sales Management | | |
|  | | Position Level | Senior Manager | | |
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|  | | **Achievements**:  **1) Setting up the Regional Software Development center/Software Securities Competency**  **center in KL**  - Setup the Kuala Lumpur competency center and linked up with Italy HQ via international  direct link so that joint development is made possible.  - Competence Center for Software Security within the system. The system from HQ, Italy  was not secured enough as the emphasis was on the functionality initially. Since the setup  of the Regional Software Development Center in KL the role of R&D on Software Security  within the system becomes the focus of this center. The code are being studied to detect  any possibility of Buffer overflow, stack overflow, command injection, SQL injection or any  other possible attacks from weak software design.  **2) Pre-Sales support for the Sales Director**  - Presented to most tele-communication companies in Asia about the products.  - Answering to RFP/RFQ from potential customer  **3) Sales for Chinese Speaking Asian Countries**  - Responsible for Sales of Chinese Speaking countries like Hong Kong, Taiwan and China  **4) Life implementation in Taiwan**  - Implemented the solution at a billing bureau in Taiwan that provide end-to-end billing  services to small tele-communication | | | |
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| Mar 1997 - Jan 2005 (8 years 11 month) | | **National I.S. Manager** F&N Coca-Cola (M) Sdn Bhd | Selangor, Malaysia | | | |
|  | | Industry | Food & Beverages | | |
|  | | Specialization | IT Management | | |
|  | | Role | Management | | |
|  | | Position Level | Manager | | |
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|  | | **Achievements** :  **1) LAN & WAN connectivity across the 14 major depots in Malaysia**  - Connect up 14 major depots across Malaysia back to Data-Center in Shah Alam HQ  using Lease lines.  **2) Setup the Data Center at Shah Alam HQ with AS/400 and Disaster Recovery**  - Fully involved in the setting up of the Data Center in Shah Alam HQ from data-center  design to redundancies requirements to IT Security to Disaster recovery.  **3) CRM implementation**  - It is a customized CRM that based on the CRM from Coca-Cola Vienna HQ. It supports  customer information queries, purchase history, complaints response and also  refund/replace decision making mechanism. It also has a healthy living advisory option  that Customer Service representative can use to assist customer who are  health-conscious to make decision on the right product to purchase.  **4) JDEdward implementation**  - Work with Coca-Cola Vienna to roll out JDEdward(customized version) to support the  finance and backend processes of Coca-Cola products in Malaysia.  **5) BASIS implementation**  . - Work with Coca-Cola Vienna to roll out a system to support it's sales and distribution  called BASIS.  **6) Handheld implementation for the sales**  - Implemented Handheld project to help the company to reduce abuse of sales people and  Increase sales since the sales people are equip with stock information for a better  management of customers. | | | |
| Feb 1995 – Mar 1997 **System Engineer**  (2 years 1 month) Delteq (M) Sdn Bhd  Industry System Integrator  Specialization System Support  Role System Executive  Position Level Executive  Achievements:   1. The main support person for major maintenance contract customer like   CitiBank, TimberMaster, etc   1. Provide consultancies and network design for customers     **Education** | | | | | |
| **University of western australia** Bachelor's Degree in Computer Science/Information Technology | Australia | | | |
| Major | Information Technology | | |
| Grade | Grade B/2nd Class Upper | | |
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| **Sek Men La Salle Klang** Primary/Secondary School/SPM/"O" Level in Sciences | Malaysia | | | |
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| **Certifications & Memberships** | | | | | |
| **Certifications:**  **1) Johns Hopkins University**  The Data Scientist's Toolbox  **2)** **U.S. Council (The Science of Security)**  Certified CyberSecurity Professional  **3)** **Centre of Excellent**  Improve Your Memory Diploma    **4) Center of Excellent**  How To Be A Super Learner Diploma  **5) Veritas University**  Professional Certificate in Project Management  **Memberships:**  **1) PIKOM CIO Chapter -** Member  **2) Federation Of Manufacturer Malaysia** - Member | | | | | |
| **Social Responsibilities** | | | | | |
| Participate in Seminars and workshop  1) CIO Asia Summit 2010 (Malaysia) - Speaker  2) Brocade Leadership Summit 2012 (Indonesia) - Speaker & Discussion Panellist  3) CIO Leadership Summit 2013 (Singapore) - Speaker  4) CIO Malaysia Summit 2013 (Malaysia) - Discussion Panellist  5) CIO World Show 2014 (Singapore) - Speaker  6) Enterprise Mobility Exchange 2014(Singapore) - Speaker & Discussion Panellist  7) CIO Leadership Summit 2015 (Philipines) - Speaker  8) Enterprise Mobility Exchange 2015(Malaysia) - Speaker & Discussion Panellist  9) CIO Malaysia Summit 2016 (Malaysia) - Facilitator & Discussion Panellist  10) Enterprise Mobility Exchange 2016(Malaysia) - Speaker & Discussion Panellist  11) Zettastructure 2017 (Singapore) - Speaker  12) Enterprise Mobility Exchange 2017(Singapore) - Speaker  13) CIO Malaysia Summit 2018(Malaysia) - Facilitator & Speaker  14) CIO Leadership Summit 2018 (Vietnam) - Speaker  15) Enterprise Mobility Exchange 2018 (Malaysia) -Discussion Panellist  16) Zettastructure 2018 (Singapore) - Speaker  17) Enterprise Mobility Exchange 2019 (Malaysia) -Speaker | | | | | |
| **skills** | | | | | |
| Network Technologies, Data Center Management and Security, Telecommunication, IT Management, Budgeting, Cloud Management, Global Shared Services Management, CRM Management | | | | |
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| **Language Spoken Written**  English (Primary) 9 9  Mandarin 9 9  Bahasa Malaysia 8 7 | | | | |  |