MOHD ZAILAN USMAN

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PROFILE

Over 23 years of extensive experience driving end-to-end IT infrastructure and system management to deliver robust and highly available IT services. Proficient in business planning, budgeting, cost control, risk management, training, and development. Accomplished in leading diverse IT security, system installation, refresh, and migration initiatives. Known for flexibility, proactive leadership, and strong negotiation skills.

STRENGTHS

IT System Management	Negotiations	Training & Development
Business Planning	Project Management	Risk Management
Budgeting & Forecasting	IT Security	Team Management
Cost Control	Technology Deployment	Process Automation
Cloud Computing	Hybrid & Virtual Datacentre	

CAREER HIGHLIGHTS

- Successfully led the migration of the on-premises datacentre into the cloud, overseeing the migration of 200 virtual machines (VMs) while staying within budget and meeting project timeline objectives.
- Successfully evaluated and implemented the latest IT security solution, which included conducting a comprehensive proof of concept. This strategic initiative led to substantial enhancements in application system and email security, bolstering the organization's defences against potential cyberattacks.
- Played a pivotal role in conceptualizing and executing improvement strategies across 7 critical areas, resulting in a remarkable enhancement of datacentre high availability. Achieved a remarkable uptime rate of 99.97%, aligning seamlessly with disaster recovery (DR) readiness requirements.
- Spearheaded the deployment of an SD-WAN solution featuring autonomous network connections with multiple Internet Service Providers (ISPs), fibre, and wireless enterprise-class technologies. This strategic initiative led to a remarkable 50% increase in available bandwidth while concurrently reducing annual operating costs by 20%
- Spearheaded the migration of an on-premises Lotus Domino Server into O365 cloud, overseeing the seamless migration of over 2,000 user mailboxes within a tight 6-month timeframe. This initiative resulted in a substantial enhancement of the email system's uptime, soaring from 90% to an impressive 99.97%.
- Led a successful migration project, upgrading over 800 computers from Windows 9x/2000 to Windows XP across 40 branches nationwide in just 3 months. Achieved a remarkable 99% accuracy rate in inventory updates, resulting in cost savings of RM20,000 during the process.

WORKING EXPERIENCE

Head of IT, **Great Wall Motor Sales Malaysia Sdn. Bhd.**   Apr 2022 – Present
- Successfully established a new company setup, encompassing applications, infrastructure, and security compliance implementation.
- Project Management and execution based-on software development lifecycle (SDLC). Completion within approved budget and completed within the agreed schedule. Accuracy are 95%.
- Proficiently managed a hybrid business process that includes both on-premises and cloud datacentre resources, as well as on-premises and virtual users and business partners, ensuring seamless operations and data security.

IT Manager, Honda Malaysia Sdn. Bhd.   Jun 2015 – Apr 2022
- Led and guided the Support & Service Delivery team in executing a comprehensive range of IT operations, resulting in the establishment of a robust and efficient IT infrastructure to support the organization's growth.
- Defined a strategic 5-year business plan, developed annual OPEX and CAPEX plans, and strategically allocated and optimized a RM16 million budget for resource utilization.
- Spearheaded the planning and execution of IT system enhancement initiatives, with a focus on cost-saving and efficiency improvement projects.
- Managed the performance of both primary and secondary datacentres, overseeing capacity planning, forecasting, budgeting, and policies and procedures formulation. Conducted daily NOC monitoring and executed monthly and quarterly preventive maintenance tasks.
- Gathered and generated capacity management metrics and executive summaries aligned with established data centre roadmaps.
- Established work schedules and monitored the performance of all technicians while providing coaching and motivation to ensure the delivery of excellent performances.

Assistant Manager, Honda Malaysia Sdn. Bhd.   Jun 2010 – May 2015
- Served as the Acting Head of the IT Department, overseeing the planning and implementation of various automation, service quality improvement, and cost-saving projects.
- Led the successful setup of the new East Malaysia regional office in Kota Kinabalu, including the relocation of the Sales & Marketing office and datacentre.
- SAP DBM Project Lead is based on SDLC across 108 dealerships nationwide, ensuring a secured connection and full compliance with the PDPA Act of 2010.

Senior Network & Security Engineer, Honda Malaysia Sd. Bhd.   May 2006 – May 2010
- Administered the entire computer network and security system, ensuring 24x7 availability and achieving a remarkable 99% uptime for the factory site, sales & marketing office, warehouse, and dealerships nationwide.
- Successfully carried out inter-branch network and secured connection monitoring, while also serving as a key member of the warehouse migration project team.
- Made significant contributions to the development of the organization's 5-year business plan, annual budget, and management presentations.

EARLY CAREER HISTORY

Head of Section, Perodua Sales Sdn Bhd   Jun 2001 – Apr 2006
- Led comprehensive PC, workstation, and server monitoring and support efforts, including antivirus software refresh activities.
- Successfully orchestrated the migration of 800 computers to Windows XP and transitioned 23 Windows servers to Active Directory.
- Automated software updates for Microsoft patches and antivirus signatures, significantly enhancing IT security and system integrity.

♦ Served as the internal auditor responsible for overseeing and maintaining compliance with ISO 9001:2000 and ISO 14001 accreditation standards.

IT Executive, Internexia Sdn. Bhd. - FSBM Holdings Berhad   Oct 1999 – Jun 2001
♦ Collaborated closely with the project manager to successfully deploy the www.ictguru.com.my Malaysia Teacher Training Program On-Line, in partnership with Kusza (Kolej Agama Sultan Zainal Abidin) and Sains (Sarawak Information Systems).
♦ Led end-to-end system development, ensuring alignment with customer blueprints and requirements.
♦ Provided comprehensive onsite and remote post-sales support, as well as skills competency support to customers.

Technical Officer, Taylors College   Apr 1999 – Oct 1999
♦ Led the successful setup of a new engineering lab for 2nd-year degree programs, overseeing equipment evaluation, procurement, verification, and preparation.
♦ Efficiently managed lab administration and equipment maintenance while providing technical support to students and lecturers in utilizing a range of equipment, including oscilloscopes and multimeters.

IT Executive, Indah Spektra (M) Sdn Bhd   Oct 1998 – Jan 1999
♦ Offered comprehensive pre- and post-sales consultation on a diverse range of hardware and software solutions, ensuring alignment with clients' specific needs and requirements.

EDUCATION & TRAINING

B. Eng. (Hon's) Electronic and Communication: Computer Networking & Telecommunications, University of Huddersfield | UK (1998)

Diploma in Science, UITM (1994)

SPM, SRP, Sek. Men. Sains. Tengku Abdullah, Raub, Pahang (1990, 1988)

Sek. Keb. Kg. Selayang Lama, Kuala Lumpur (1985)