

TAN HAI SHI

A01-02-03A, BREAM PARK1, KUCHAI LAMA, JALAN SELESA, KUALA LUMPUR
MOBILE: +60 16 8521357

PERSONAL DETAILS

Date of Birth	10 March 1970	Race	Chinese
Sex	Male	Nationality	Malaysian
Marital Status	Married	Email	tanhaishi@gmail.com

Experience in managing enterprise implementations of Information Technology systems. Expert in gathering, analyzing and defining business and functional requirements and designing/re-engineering processes, workflows and technology solutions. Proven ability to lead IS implementations and delivering technology solutions to improve company's productivities and efficiencies.

Expertise Highlights

- Strategic Technology Planning
- Data/Business/Systems Analysis
- Data Flow & Process Mapping
- IT Human Resource Management
- Major Software/Systems Implementations
- IT Governance & Security control
- IT Budgeting
- IT Daily operation and administration

As manager, my responsibilities cover the following area but not limited to:

1. Management
 - a. Preparing and managing the ICT budget.
 - b. Setting and driving KPIs for ICT.
 - c. Grooming ICT team to provide quality service to internal and external customers.
2. Hands-on Technical Support
 - a. To provide hands-on support to support the ICT functions of all the locations.
 - b. Supervising and advising on troubleshoot and resolve computer hardware and software issues.
3. Project management
 - a. Identifying and priorities various projects on ICT.
 - b. Plan, execute, supervise and monitor projects approved by the top management.
 - c. Communicate and complete all deliverables to project sponsor and stakeholder within budget in timely manner.
 - d. Managing user expectations vs time vs budget.
4. Operational and administration
 - a. Ensuring the efficient and security of ICT network infrastructure that supports the company's business operations and conforms to regional and corporate guidelines
 - b. Ensure all equipment and infrastructure is available 24/7, 365 days

Professional Experience

DaVita Malaysia

October 2016 to Current

Country IT Manager, Malaysia

DaVita is a fortune 200 US based company, which provides a complete range of dialysis treatments and support services for patients living with chronic kidney failure. Challenges undertaken are as follows:

1. Integration and standardization with DaVita US IT management on Service Desk
2. Establish IT policies, strategies, and standards
3. Budget management
4. Approve vendor negotiations and IT architecture
5. Managing and establishing measure to mitigate information risk
6. Managing IT and development team personnel
7. Assists with or creates requests for proposals for IT related projects
8. Orchestrated the implementation of technology and procedures lead to outcomes in line with business goals such as eMedical Record, Billing, Inventory & Procurement, Oracle eBusiness, APAC data center & servers management, Hospital Information system, Workday for human resource, Workflow management, Facility Management system, Security protection nationwide enhancement, Mobile device management security protection etc
9. Administering 40 centers in Malaysia and Singapore

GLENAGLES KUALA LUMPUR

March 2016 to October 2016

Senior Information Technology Manager

Upon request from the senior management team, I have been asked to rejoin help the company to re-structure the management of the IT department. It is a very challenging job to established the following in such a short period of time:

1. Reorganizing IT administrative
2. Establishing systematic system checklist
3. Coordinate and lead system migration and virtualization
4. Implementing centralized service desk processes
5. Enhanced system and datacenter security
6. Preparing budget for 2017
7. Projects:
 - a. E-Medical record for Healthcare Center
 - b. Intranet

Head of Information Technology School

- A permanent member of Exam Board and Academic Board
- Head of Information Technology department
- Head of Science & Technology School

Project: College Management System

Lead, plan, implement and execute College Management System for the institute

Project: Virtual e-learning

Initiate, plan, install, configure, and execute Moodle OSS e-learning system to allow centralized and standardized teaching methods and materials

Project: Internet Access Control

Plan, install, configure and maintain firewall and web content filtering on multiple vlan

Project: Revamping of existing IT courses and materials and constructing new courses**Others**

Sage Financial Accounting System, Sage Human Resource Management, Customized Lecturer Management System

FREELANCE

November 2010 to December 2014

Project: Normah Medical Centre

- Managing and maintaining Collaboration server
- Establishing, documenting and implementing backup procedures for all IT backend services

Project: Batu Lintang Teacher Training College

- Implement, install and maintain campus wide networking and wireless with multiple HP 5406zl core switches, more than 50 HP 2350 layer 2 switches and 150 Access Point with MSM 720 wireless controller.

Project: Sin Sen Ann Quarry Sdn Bhd

- Developing Web based and Android mobile application for tracking and locating vehicles

AND GLENEAGLES HOSPITAL KUALA LUMPUR**Head of Group Application Management**

March 2010 to Oct 2010

In-charged of IT Application Management to streamline the information system, making policies to govern and manage group IT environment and implementing Service Desk to service 10 hospitals IT on incidents, problems and change management.

As IT Application Manager, it is part of my responsibility to strategize a master plan and shape for IT Applications roadmaps that will cover the support through 24 x 7 x 365 for 10 hospitals on the Oracle eBiz Suite R12 (ERP) (Financial, Inventory & iProcurement) and Total Hospital Information System including Clinical Information System and Revenue Cycle Information System. I am managing and leading the application implementation, standardization, migration and integration. The following are some of the major tasks that had taken place:

1. Application evaluation
2. Identifying application functions and gathering of user requirements
3. Understanding the technical tools
4. Solicit, achieve sign-off and follow establish procedure for communicating specification to the product consultant
5. Conduct regular user sessions to gather feedback from customers on clinical setup
6. Coordinating and evaluating the “As if” and proposing “To be” future state
7. Managing Applications throughout their lifecycle
8. Group wise data standardization strategy and execution on Chart of Account, Item master, report mapping and approval process standardization
9. Data migration
10. Provide ongoing support and improvement of those applications
11. Identify skills required to support the applications etc

Other projects

1. Pantai Group Intranet

Consolidate and streamline all internal information sharing with Microsoft Share Point 2010. This project is ongoing and Phase 1 has been completed successfully within 4 months and in line with the allocated budget and timeline.

2. Hardware technical advisor

To provide hardware technical evaluation for CHARMS on servers, storage, backup strategy, network and infrastructure appliances.

Information Technology Manager (Gleneagles KL Sdn Bhd)

October 2008 to February 2010

IT Manager role to provide IT leadership for hospital's technology infrastructure and manage large-scale enterprise migration projects, systems conversions and performance tuning and monitoring of applications/systems. Helped set long-range technical direction and capacity plans. Provided strategic IT planning to facilitate hospital achieving patient centric customer care information system.

Projects

1. Computerized Material Management System (CMMS)
2. Server virtualization
3. Revamping of GIMC website
4. Microsoft SCCM
5. Microsoft SharePoint 2007
6. Microsoft WSUS
7. Medical Record scanning and enhancement for online retrieval
8. Web based emailing
9. Standardization of Microsoft software, product and licensing
10. Implementing wireless for Hospital
11. Implementing and managing file sharing and archiving migration processes

Staff Technology Training & Updates

To conduct and brief

1. Re-training for IT staff on the appliances on firewall and web content filtering
2. Microsoft Sharepoint introduction
3. Microsoft System Configuring Manager
4. Virtualization concept, October 2009
5. Liebert UPS briefing, September 2008 by Amercent & Liebert

Cost Saving Initiatives

1. **Faxing solution for Prudential**
 - a. Total indirect saving RM69,000.
2. **Auto faxing of laboratory result**
 - a. Targeted saving RM6,000 per year.

NORMAH MEDICAL SPECIALIST CENTRE

April 1999 to October 2008

Information Technology Manager

April 2002 to October 2008

Projects

- IT Continuous Improvement projects.
- Plan, implement, execute and maintain firewall Cisco PIX
- In-charge of the Business Process Engineering (BPE) for SIMC IT systems
- Coordinate, implement and maintaining newly implemented system
 1. SPIDA5 for Lung Function Test
 2. Neurologist diagnostic program and providing upload facilities to facilitate online communication with Singapore doctors.
 3. Laboratory Information System (LIS)
 4. Diagnostic and Imaging archiving system (mini PACs)
 5. Haemodialysis Information System
 6. Terminal Server service
- Maintaining Oracle and MSSQL Databases

- Implementing OpenVPN for secure network access
- Monitoring and maintaining the availability and performance of the IT services regularly to ensure that agreed service levels are met, using tools, processes and systems as appropriate
- Manage and coordinate the interfacing with external (eg. Sarawak Government payment system, Ministry of Health Statistical Department)
- Coordinate, evaluate and execute the Video Conferencing system connecting to Perth General Hospital in Perth, Australia.

Network Specialist

April 1999 to March 2004

- Manage and design of NMSC network infrastructures.
- Heavily involved in system changed over for Y2k from the old Hospital Information System (HIS) to the new HIS
- Provide all levels of support after the handover of the Hospital Information System project
- Provide technical expertise to resolve all users including transfer of knowledge to existing IT staff.
- Implemented and maintained Antivirus and Email servers

PROPEL-JOHNSON SDN BHD

January 1997 to December 1998

Being part of the IT team of this company, I was in-charged of Sarawak's IT operations and maintenance of 16 sites with more than 100 workstations.

Information Technology Executive

January 1997 to December 1998

- In charged of 16 sites of hospitals throughout Sarawak with leased circuit links
- In charged of 30 Data Entry staffs throughout Sarawak
- Software application implementation, maintenance and enhancement for Computerized Maintenance Management System (CMMS) for all satellite clinics
- Managed the implementation of corporate email server
- Ensured all system are running on 24 x 7 x 365
- Planned and provided all necessary training programs for all IT staffs
- Provided technical support and planning for future expansion of IT Department

KTS HOLDINGS SDN BHD

April 1996 to January 1997

Being part their IT team, we were responsible for the development, implementation and maintaining the company systems throughout the country and worldwide.

Programmer

April 1996 to January 1997

- Using Visual Basic 4.0 and MS SQL 6.0 for application development.
- Providing support for front end users in hardware and software.
- Developing software for Library Information System and Hotel Management System.

Education

MAY 2007 UNIVERSITY OF SOUTHERN CROSS, NSW, AUSTRALIA
MASTER IN BUSINESS ADMINISTRATION

MARCH 1996 UNIVERSITY OF SOUTHERN QUEENSLAND, AUSTRALIA
BACHELOR OF INFORMATION TECHNOLOGY

JUNE 1993 INFORMATICS, KUCHING
ADVANCED DIPLOMA IN COMPUTER STUDIES (UNIVERSITY OF OXFORD)

MARCH 1992 INFORMATICS, KUCHING
NCC DIPLOMA IN COMPUTER STUDIES

STPM, SPM, SRP

Technology Summary

Applications: BarracudaCMS, Moodle, pfSense, Oracle eBiz Suite (Financial, Inventory&iProcurement), AllScript Clinical Information System (SRx, SCM, RIS), InSight Revenue Cycle Information System) MS Hyper-V R2, MS Exchange 2003, MS SharePoint 2010, MS SCCM, MS SQL 2007, MS SQL 2005, MS SQL 7.0, Oracle 8i, MySQL, Apache2, MS Exchange5.5, Sendmail, Clamav, MailScanner, Spamassasin, Squid, Postfix, Dovecot, Cyrus-SASL, Zimbra Collaboration Server

Systems: Windows, Solaris, Linux

Languages: PHP, Visual Basic, Dojo, Perl, jQuery, Android

Hardware HP C7000 Enclosure
SAN Storage (144 x 450GB Disk)
HP MSM 720
HP 5406zl, HP2350 series

Training Attended Oct 2009 Microsoft SharePoint 2007
Aug 2009 ITIL v3
Nov2000 Oracle8 Tuning Internals
Nov2000 Oracle8 Data Management & Storage Internals
Jun2001 Oracle8 Enterprise DBA part 2:Performance & Tuning
March 2004 Streamlining IT Strategies in Healthcare Conference