Paul Lee

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SUMMARY

Results-oriented operations leader with a proven track record in driving operational excellence, digital transformation, and strategic growth. Possessing a strong blend of IT expertise, financial acumen, and project management skills, I excel in building high-performing teams, optimizing processes, and delivering exceptional results. Proven ability to navigate complex environments, manage budgets, and foster cross-functional collaboration. Seeking a General Manager Operations role to leverage my comprehensive skill set and deliver significant impact.

EXPERIENCE

Head of IT and DPO | Marlborough College Malaysia, Johor | Johor Malaysia | January 2012 - Present

Operational Excellence and Efficiency:
 • Delivered exceptional operational performance by achieving 99.8% system uptime, exceeding 95% user satisfaction SLAs, and reducing IT costs by 5.4% through strategic initiatives like infrastructure optimization, vendor management, and process improvement.
 • Implemented robust IT service management practices, including a helpdesk ticketing system and SLAs, to enhance service delivery, improve response times by 20%, and foster cross-functional collaboration.
 • Streamlined procurement processes through the implementation of a workflow system, resulting in reduced lead times, increased efficiency, and optimized supplier relationships.

Strategic Leadership and Innovation:
 • Architected and executed a comprehensive IT strategy, aligning with organizational goals and driving operational excellence.
 • Cultivated a high-performance IT team by fostering a culture of innovation, collaboration, and continuous improvement.
 • Demonstrated strong leadership in managing complex projects, including the successful migration of 1,000 users to G Suite for Education, optimizing resource allocation and financial management.

Risk Management and Compliance:
 • Safeguarded sensitive information through robust data protection and privacy measures, including the development of a comprehensive compliance program and conducting 30+ data privacy impact assessments.
 • Mitigated cybersecurity risks through effective risk management strategies, resulting in an 86% reduction in phishing susceptibility and the successful acquisition of cybersecurity insurance.

Customer Focus and Service Delivery:
 • Delivered exceptional customer service by exceeding user satisfaction targets and implementing initiatives to improve end-user experience.
 • Built strong relationships with business units and stakeholders to ensure the delivery of high-quality services and cost-effective solutions.

PROJECTS

From Research to Reality: Implementing an Effective Content Filtering Solution for the College | Marlborough College Malaysia | November 2023 - Present

 • **Strategic Leadership:** Spearheaded the development and implementation of a DfE-compliant content filtering solution, aligning with the school's safeguarding strategy and mitigating online risks for 900+ students.
 • **Innovative Problem Solver:** Proactively identified and addressed safeguarding challenges by developing a comprehensive compliance strategy, including the strategic implementation of human-in-the-loop review to optimize efficiency and effectiveness.
 • **Rigorous Evaluation:** Conducted in-depth research and analysis of 12 content filtering solutions, resulting in the selection of a system that optimized student safety and data protection.
 • **Technical Proficiency:** Led a cross-functional team in the rapid deployment of the content filtering system, achieving 50% coverage of the student population within 2 weeks, minimizing disruptions to learning.
 • **Stakeholder Management:** Successfully engaged with safeguarding teams, staff, and parents, fostering collaboration and ensuring buy-in throughout the project lifecycle.
 • **Measurable Impact:** Enhanced student online safety by reducing access to harmful content by 4.9%
 • **Cost saving:** Delivered significant cost savings of RM 180,000 by conducting a comprehensive cost-benefit analysis and challenging the proposed purchase of an unnecessary product, aligning with the school's financial objectives.

Compliance to Personal Data Protection Act | Marlborough College Malaysia | January 2018 - Present

• **Strategic Compliance Leader:** Architected and executed a comprehensive PDPA compliance program aligned with organizational objectives, ensuring data protection and mitigating legal risks.
• **High-Impact Project Delivery:** Successfully led a cross-functional team in achieving full PDPA compliance within a compressed timeframe of 54 weeks, demonstrating exceptional project management skills.
• **Data-Driven Risk Mitigation:** Implemented robust data protection controls and conducted thorough risk assessments to safeguard sensitive information and minimize potential liabilities.
• **Culture of Compliance:** Fostered a data protection culture through comprehensive employee training and awareness programs, empowering staff to be data custodians.
• **Enhanced Cybersecurity Awareness:** Implemented a targeted phishing simulation program, resulting in an 86% reduction in staff click-through rates and fostering a robust cybersecurity culture.

G Suite for Education Migration Project | Marlborough College Malaysia | December 2018 - January 2020

• **Strategic Technology Implementation:** Led a successful migration of 1,000 users to G Suite for Education, resulting in a 5.4% reduction in IT operational costs and enhanced collaboration among staff and students.
• **Operational Excellence:** Optimized IT infrastructure by consolidating systems and eliminating redundant processes, improving overall system efficiency and reliability.
• **Change Management Expertise:** Successfully managed a complex organizational change, minimizing disruptions and ensuring a smooth transition to the new platform.

EDUCATION

Business Administration in Management Information System | Marketing | 3.2 GPA | University of Oklahoma | Norman, Oklahoma, USA | 2000

CERTIFICATIONS

Certified Information Privacy Manager (CIPM) | IAPP - International Association of Privacy Professionals | 2018
• Demonstrated knowledge and skills in information privacy program management, privacy risk management, data protection laws and regulations, privacy technology, and privacy training and awareness.

ITIL 2011 V3 Foundation Certificate | AXELOS Global Best Practice | 2015
• Solid understanding of IT service management best practices, including service strategy, service design, service transition, service operation, and continual service improvement.

Certified Associate in Project Management (CAPM) Training | InfoTrek | 2015
• It provides a solid foundation in project planning, execution, and management, which are essential for overseeing complex operational functions and driving projects to completion within the General Manager role.

Microsoft Certified Trainer | Microsoft | 2011
• Certified to deliver official Microsoft training courses. Expertise in teaching and training adults, and in developing and delivering engaging and effective training materials.