

# Tony Ting

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## Summary

Over the last 20 years undertook wide variety of assignments covering but not limited to all aspects of Technology, Project Management/Development & Technical Services in various industries.

Responsible for managing the company's technology team and infrastructure, as well as its technology business partnerships. and lead the company's technology infrastructure, vendor management and run-time operations. to ensure optimal efficiency in the company's technology systems and focused on projects that immediately assist the business in delivering on its priorities.

>200 IT Project Delivery / Implemented (Agritech, SAP Hana B1, Cloud SaaS, ERP, Contact Center, Voice Logger, IVR, POS, Telecommunication, Data Center, Wired/Wireless Networking, Firewall, Structured Cabling, RFID, CCTV, HRMS, Property Management, Audio PA, Patrolling System, Music System, Virtual Computing, Cloud Computing, Inventory, Bill of Materials, Mobile Apps, E-commerce, Payment Gateway, Backup & Redundancy etc)

15 years Managerial experience

8 hands on Industries (Agriculture, Food Processing, Manufacturing, Themed park, Hotel, Automotive, Events Management)

3 Pre-Opening Project Sites ( 1 local & 1 overseas themed park & 1 US Franchise Hotel)

Enjoy cross cultural experience and love Cultural history in many parts of my travel to other country.

## Experience

### Senior Information Technology Manager

Sindiyan Plantation Sdn Bhd

Nov 2021 - Present (2 years 8 months)

Responsibilities (9,000 acres Musang King)

- Implemented (PaaS AWS Prod & Disaster Recovery)
- Implemented (SAP Hana B1)
- Implemented (SaaS Rymnet HRMS)
- Implementing (SaaS ERP Cultivate - Exco approved)
- Project Mapping (Plantation Agritech - IoT, Drone, MetOS Weather Station-Completed, RFID/NFC tagging, Lora Networking..etc)

#### 1. IT operations

- 1.1. Provide IT support to users.
- 1.2. Identify and manage the company's IT requirements and resources.
- 1.3. IT vendor management.
- 1.4. Prepare periodic IT operations and project report for management.
- 1.5. IT budget and actual tracking.

#### 2. Policies, infrastructure and cybersecurity

- 2.1. Develop and implement IT and cybersecurity policies, procedures and processes.
- 2.2. Develop and implement disaster recovery and business continuity plans.
- 2.3. Identify and define technical requirements for all sites.
- 2.4. Design, implement and manage IT architecture and cybersecurity for all sites.
- 2.5. Evaluate and implement suitable network solutions for plantation.
- 2.6. Evaluate and standardise IT hardware and system software for all sites.
- 2.7. Implement and manage cloud systems and services.
- 2.8. Manage IT assets and services.

### 3. Agritech applications

- 3.1. Leads digital transformation.
- 3.2. Provide guidance on Agritech solutions to management and stakeholders.
- 3.3. Work with stakeholders to identify business requirements, evaluate business applications and digital solutions, and prepare business cases.
- 3.4. Deploy and support core business applications such as ERP, plantation management system and HRMS.
- 3.5. Evaluate and deploy digital plantation technologies such as drones for terrain mapping, computer vision for disease detection, IoT sensors, etc.
- 3.6. As the IT Project Manager, the candidate needs to work with the Business Project Manager to implement digital projects.
- 3.7. System administration for application database, user access rights and 3rd party system integration.

## **IT Specialist**

**Manjung Naluri Sdn Bhd**

Apr 2017 - Nov 2021 (4 years 8 months)

Attended to courses below

- 1) Tanaman Nanas by MPIB
- 2) Tanaman Jagung, Pisang by MAFI
- 3) ISO9001+Internal Audit by SQC
- 4) Food Handler by ADTAC
- 5) Entrepreneur by MDEC
- 6) GMP, HACCP, ISO22000 by SQC
- 7) Certified IT Trainer by SLDN JPK
- 8) Certified Trainer TTT by NIOSH
- 8) Introduction to Barcode and GTIN by GS1 Malaysia
- 9) Introduction to MPC
- 10) Introduction to MyIPO
- 11) CPR+AED by St John

Beside IT, I mainly focus on start-up entrepreneur tasks.

Successfully Complete 1st Audit and Certifications for the Farms & Office

- 1) MyGAP (Good Agricultural Practices)
- 2) MyFood Tag
- 3) ISO 9001:2015 QMS
- 4) MeSTI, Halal, GMP, HACCP, ISO22000

- Focused on teaching DCC, QMS and new employees on Familiarization on Quality Handbook, Process Flows, Forms.
- Lead Auditor championed to Achieve ISO 9001:2015 compliance.
- Creating Quality Manual, Documentation, Training records, Non-conformity records, and Internal Audits.
- Led Supplier qualification efforts to ensure proper identification, reviewed COAs to ensure all products meet specifications throughout their shelf life in collaboration with R&D Team.
- ISO9001:2015 Document Controller (DCC) and Lead Internal Auditor.

#### General IT Scopes

- IT modernization for the company to be world class by improving existing manual system into digitalized systems.
- Benchmark, research and recommend IT solutions for the improvement and enhancement of the IT infrastructure and IT system to drive the company to be work class.
- To implement process improvement and ensure processes are efficient and productive.
- Coordinate project to ensure the alignment with milestones, deliverables and budget.
- Manage and execute day-to-day IT administration, development & operational support

### **APAC Regional IT Manager**

marcus evans Group

Oct 2016 - Mar 2017 (6 months)

- Report on the delivery outcomes in line with the propositions and taking into account of the issues and challenges and responsible for effective realignment with changing needs and requirements of respective users
- Advise management on vendor and project management and progress, as well as risk and mitigating actions against delivery timelines and milestones
- Advise on AV/IT requirement for Large Summit in APAC Region
- Advise on Facility Management include Tenancy, Fit-Out, etc for offices across APAC Region
- Advise on IT needs and implications supporting operational needs
- Advise and work with business heads to identify delivery support that assure excellent customer experience
- Oversight for the day to day operations of IT systems, ensuring that planning, enduser impact, change management and communications , training, quality management are properly addressed and monitored to ensure that deadlines, budgets and service levels are met and results delivered
- Ensure the relationships with (and between) external suppliers, ensuring contracts and service levels are negotiated in line with strategic aims and financial constraints and ongoing service is in-line with agreed contracts
- Ensure ticketing system entry is available to monitor major/minor Incident
- Ensuring the alignment to mandatory standards (Firewalls, monitoring tools, wifi, ticketing tools, etc.)
- Work closely with Corporate IT on Business Continuity plan for IT and to implement measures designed to safeguard the Information Technology and Management needs of the organization in the event of major incidents or disasters.
- Work closely with Corporate IT to establish proper IT plans and resourcing ensuring adequate funding support for improvement and to take account of changing needs for

replacement cycle of information technology systems.

- Local Area Network management and possibly regional network (in cooperation with Corporate Infra team)



## **Project Delivery Manager**

Tan Chong Group

Sep 2015 - Sep 2016 (1 year 1 month)

Certification:

Scrum Fundamental Certified (SFC) Pass on Dec 1st, 2015

Scrum Master Certified (SMC) Pass on Dec 2nd, 2015

Project undertake currently:-

- Cloud Adoption for Indo China Firm for ERP (Research)
- BIRST Cloud SaaS (Research)
- Restructuring Dark Data Mapping by Veritas (Research)
- Disaster Recovery (Kick off Feb 2016)
- LCM Telemarketing Outbound & Enterprise Cisco PCCE Call Center Phase 2 for IT, Hire Purchase, IBS, Spare Part, Used Car Vehicle Auction (Kick Off in Q3 2016)

Total Agents/Supervisor: 50 - 100

Total IVR

Total Outbound - 1

Total Sites: 4

- RM 700k Enterprise Aruba Wireless (In progress of Deployment)

Total Firewall: 20

Total AP: 51

Total Branch: 20

- RM 900k Enterprise Cisco PCCE Call Center Phase 1 for Showroom & Service Workshop (Go Live in Jun 2016)

Total Agents/Supervisor: 50 - 150

Total IVR - 6

Total Outbound - 1

Total Sites: 2

Core Responsibility:

- Responsible as the Lead/Coordinator for IT Infrastructure
- Work closely with Project Manager to plan & manage the project end to end on IT infrastructure related activities and deliverables
- Manage the IT infrastructure's vendor to ensure the SOW & activities/deliveries are clearly defined and aligned to the overall project objective and timeline
- secure and manage project resources within IT Infrastructure teams
- work with project team to identify and resolve issues/risks, escalate when necessary
- monitor and track IT infrastructure/deliverables from end to end
- provide timely and accurate updates to TC ITECH on the progress.
- Project compliance and familiarization
- IT Mentoring



## **IT Manager**

Nexus Resort & Spa Karambunai

Dec 2013 - Aug 2015 (1 year 9 months)

H/w Brand: IBM & HP Servers, Dell/HP/Lenovo Desktop/Laptop, Fuji Xerox Copier, HP Printers, Epson Matrix Printer, Micros 3700 POS, 3Coms/HP/Cisco Switches, Siemens PABX, Wi-Fi, Media Player, Qmail, Linux WebServer, Xpossible HSIA, Juniper Firewall.

S/w Brand: SMS Host V12/V15, SBT Pro Accounting, VHRMS, HR Orisoft, FCS & Winpac Call Accounting Billing, Jurudata voicemail/minibar/housekeeping, Betech Keycard, Micros POS, Micros Opera & Internet Booking Engine OXI, Micros Material Control, QCS HBF Financial, Symantec endpoint, Symantec Backup & Recovery, Acsuss Golf Operation (ClubOn) & Accounting (FasOn)

OS: Win Server 2008, 2012, SQL 2008, 2012, R2, Linux. Client Server Active Directory enabled.

Project Implemented:

- High Speed Internet Access for Guest Rooms XPOSSIBLE.
- Wireless Design, Planning, Implementation
- Micros Internet Booking Engine & OXI Interface
- Acsuss ClubOn & FasOn (Golf Club Operation & Financial)
- Symantec Anti Virus Console (Ease of automation/deployment/tracking)
- Micros Material Control Reconfiguration Training
- Firewall Re-configuration
- Active Directory & Group Policy Re-configuration
- Document Control Management Digitalization
- Betech Keycard Re-configuration
- Micros Opera, JDS, HBF Rectification
- Symantec backup Solution
- Network Infrastructure Optimization & Rectification
- IFCA Property Management
- Email/SMS Blast (Cloud Base)
- Site Minder Channel Manager for Online Travel Agent
- GST re-configuration for all IT Systems (Opera, Micros POS, Material Control, Q3F Accounting, UBS 2015, IFCA Property, Acsuss Club On & FAS On)
- Siteminder

Work in Progress IT Project:

- Micros OXI Internet Booking Engine Payment Gateway
- Hotel Web Revamp (Design & Development, Photography & Copywriting)
- CCTV

## **IT Manager**

palace of the golden horse

Feb 2011 - Mar 2012 (1 year 2 months)

Achievement:

Implementation of Kensoft Inventory & Recipe system

Implementation of VING RFID Keycard system

Assist in U-Mobile Telco Setup

Submitted 20 new IT P&P

Initiated SMS Host upgrade to v18.6 & approved by Sr Mgmt to go ahead

Initiated Delphi Sales & Catering new system & approved by Sr. Mgmt to go ahead

Submitted IT budget 2012 amounted 1.7 Mil & approved by Sr. Mgmt

Successfully organised Annual Dinner & Dance 2011 – Hollywood Nite ( Recorded

3,800 surplus & received 40,000 cash/credit sponsorship from vendor, Received 20,000 worth of gift, utilise 0.00 Company HR Fund )

H/w Brand:

iMac, Blackberry smartphone, HP Servers & Desktop/Laptop, HP Printers, Tally Printer, Micros 3700 POS, 3Coms/HP/Cisco Switches, Siemens PABX, Wi-Fi, MATV, Evoxen Car Parking System.

S/w Brand:

SMS Host V12, SBT Pro Accounting, Kensoft Inventory & Recipe System, HR TimeSoft, MyKris Internet, Winpac Call Accounting Billing, Jurudata CCS Job Agent, Jurudata voicemail/minibar/housekeeping, Saflok Keycard, VING RFID Keycard, Infrasy POS, Karpesky Anti Virus, Window Backup & Recovery, Win 2003/2008, HMAIL Pop3Exchange.



## **IT Manager**

**Alila Hotels**

May 2010 - Jan 2011 (9 months)

Work Nature Summary:

POST OPENING new BOUTIQUE RESORT

Primary Responsibility:

Post support for information systems hardware, software, or services.

H/w Brand:

HP Servers & Desktop/Laptop, HP Printers, Micros 3700 POS, 3Coms Switches, Alcatel PABX, Wi-Fi, Juniper firewall, Cisco, Dhiraagu, MATV.

S/w Brand:

Opera PMS V5, Accpac Accounting & Inventory, HR Fusion, Winpac Call Accounting Billing, Infrasy POS, Karpesky Anti Virus, Symatec Backup & Recovery, Juniper Administration, Win 2003, SQL 2005, Linux, Nomadix Internet Billing System, HMAIL Pop3Exchange.



## **IT Operation & Development Manager**

**Hard Rock Hotel Penang**

Apr 2009 - Oct 2009 (7 months)

Primary Responsibility:

Implementation & Go-Live & Post support for information systems hardware, software, or services.

H/w Brand:

HP Servers & Desktop/Laptop, Xerox Multi Photocopier, HP Printers, MICROS POS, EPOINT POS, OKI Matrix Printer, Symbol PDA, Zebra ID Printer, Samsung Printer, Alcatel Switches, Alcatel PABX, Alcatel Wi-Fi, Fortigate firewall, Cisco2801, Cisco VPN Modem, IPTV, CIMB IP Credit card Payment Router, ELID Time Attendance, SALTO RFID Keylocks, Telekom ISDN/LeasedLine & PSTN, PCM Music Box, NCOMPUTING.

S/w Brand:

Opera V5 including Sales & Catering, Micros Res4, UBS Time Attendance & HR Module, HOS Payroll & Inventory System, Win Suite, Win Voice, Voice Logger, Call Accounting Billing, Symantec End Point & Mail Security, Symatec Backup & Recovery, Fortigate Administration,

## IT Manager

### The Lost Paradise of Dilmun Waterpark

Feb 2006 - Jun 2008 (2 years 5 months)

1. Evaluating user needs and system functionality;
2. Ensuring that ICT facilities meet the needs of individuals and projects; planning, developing and implementing the ICT budget, obtaining competitive prices from suppliers, scheduling upgrades and security backups of hardware and software systems; researching and installing new systems;
3. Ensuring the smooth running of all ICT systems, including
  - Overall POS front gate system for Retail, FnB, Ticketing, Locker with RFID wristband attach to cashless integration. Permanent & Mobile & Kiosk deployment.
  - RFID Admission Control. Permanent & PDA Wireless deployment.
  - Supporting offline RFID Guest & Staff locker
  - Max availability of Wired & Wireless network & fibre infrastructure for the entire water park.
  - Max availability of Servers Resources
  - Retail bar-coding solutions.
  - PA System w integration with LCD /Plasma video streaming broadcast.
  - Alarm intrusion, Door Access Control.
  - Biometric fingerprint time attendance w payroll.
  - Office productivity needs PC, photocopier, fax.
  - Conference projection setup
  - IP PBX / Push2talk Telephony deployment
  - Microwaves Connectivity for Inet, Credit card, Fixed lines, Fax.
  - IP CCTV deployment
  - RFID offline Guard Patrol
  - MS Dynamic ERP Modules (Finance, Maintenance, HR, IT, BI Intranet Portal) \* Pending implementation
  - 3rd party website hosting & email provision
4. Ensuring that software licensing laws are adhered to;
5. Ensuring the security of data from internal and external attack;
6. Providing users with appropriate support and advice; managing crisis situations, which may involve complex technical hardware or software problems; mentoring and training new ICT support staff;
7. Keeping up to date with the latest technologies.
8. Establishes written policies and procedures.
9. Directs the development, compilation, maintenance, and documentation of computer monitor systems, vendor-supplied packaged programs,

macros, utilities.

## **IT Executive**

Dec 2004 - Jan 2006 (1 year 2 months)

1. Ensuring that ICT facilities meet the needs of individuals , obtaining competitive prices from suppliers, scheduling upgrades and security backups of hardware and software systems; researching and installing new systems;
2. Ensuring the smooth running of all ICT systems, including
  - Overall POS front gate system for Retail, FnB, Ticketing, Barcoded wristband.
  - Admissison Control.
  - Supporting Coin operated Guest locker
  - Max availability of Wired network infrastructure for the entire water park.
  - Max availability of Servers Resources
  - Retail bar-coding solutions.
  - Door Access Control.
  - Proximity Card time attendance.
  - Office productivity needs PC, photocopier, fax.
  - Analog PBX Telephony
  - Globalsoft ERP Modules ( Sales Order & Delivery , Inventory )
  - In house application ( Lotus Notes Self Service Portal inc HR )
  - Lotus Notes Mail Server / Client basic administration
3. Ensuring that software licensing laws are adhered to;
4. Providing users with appropriate support and advice; training new ICT support staff;
5. Coordinates activities & work closely with IT Manager by scheduling work assignments, setting priorities, and directing the work of IT Assistant.

## **Management Information System Executive**

Sin Yong Guan Industries Sdn. Bhd.

May 2001 - Dec 2004 (3 years 8 months)

- Project Leader for ERP project (Team Size: 15)
- Implementation/ Monitoring ERP's Application (Financial, Sales, Logistics, Production, MRP)
- Study and analyse entire business logic, Assist in reviewing existing applications for improvement.
- Attend to end user queries and provide consultation, configurations and technical support to end users include third party software.
- Perform test on various software scenarios, configurations and troubleshooting.
- Propose solution and documentation on the incident report.
- Perform the simple customization.
- Able to liaise with the implementation and support team.
- Assist in LAN (CISCO) administration.
- Installation and use of PC operation system, PC software, electronic mail, Internet and Intranet.



- Installation and troubleshoot of microcomputer and printer hardware and their connection to network.
- Responsible to administering and set-up servers (FILE SERVER/TERMINAL SERVER).
- To provide first level end user support Hardware
- To Provide training on IT related matter
- Liason with Software/Hardware Vendor

## Education



### **De Montfort University**

Bachelor's degree, Computer Science

## Licenses & Certifications

### **Train The Trainer** - NIOSH Malaysia

TTT179018-21

### **SLDN Trainer** - Jabatan Pembangunan Kemahiran

Issued Apr 2021 - Expires Apr 2023

498916



### **Scrum Fundamentals Certified (SFC)** - Scrum.org

88411



### **Internal Auditor ISO9001:2015** - SQC Consulting Group

118656

### **Retail Food Handler** - ADTAC Malaysia

LPM0001099



### **Scrum Master Certified (SMC)** - Scrum.org

88487

## Skills

Human Resources (HR) • Compensation • HR Strategy • Employee Benefits • Databases • Team Development • Product Knowledge • Quality Assurance • Business Process Automation • Business Requirements