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Academic Qualification

1999 – 2001 - Taiwan Feng Chia University, Diploma in Computer Science
1992 – 1997 - Chung Hua High School (PSDN), KLANG
1986 – 1991 - SJK (C) SALAK SOUTH

Certification & Training Achievement

Symantec Backup Exec 12.X for windows Server Administration
Special Program - Certified IT Manager – CITM
Management Training – Leadership Skill and Employee Engagement
Project Management – Professional Development Program (Basic Level) ISO 9001 Process Based – Internal Auditing (ISO 9001:2008)
Strategic Workforce Performance Management
20410D – Installing and Configuring Window Server 2012
Power BI - Interactive Report with Visual Analytic
Share Point – Designing Organization internal site with Microsoft SharePoint.

Microsoft Family

- Windows 2000 Server
- Windows 2003 Server
- Windows 2008 Server
- Windows 2012 Server
- Windows 2022 Server
- Microsoft office 2000-2016
- Microsoft Exchange
- Microsoft office 365
- Microsoft Power BI

UNIX System

- Redhat Linux Fedora 9
- Redhat Linux Fedora 10

Server Base Application

- VMWare (Desktop and End User Computing)
- Apache
- Microsoft IIS 5.0, 6.0
- Redhat Linux FTP Server
- Oracle 8i

Firewall

- Watchguads (Basic Setup & Policy setup)
- FortiGate 80C & 200B
- Sophos XG 310

Networking

- Cisco Router 2950
- Cabling For Cat 5
- Phone System
- Hardware Installation
- Wireless Modem
- Hardware/Modem Router

Others Application

- SAP system
- ERP system (Asoft Digital)
- Web Base CRM
- Students' Lab PC repairs and maintenance
- CRM Installation
- Web base E-mail system
- Wireless Print server
- SQL Server
- Active Directory and DHCP
- DameWare Microsoft remote
- Photo Impact X3
- Samlite
- Symantec Antivirus
- Utimaco SafeGuard PortProtector
- Solarwinds
- Synology NAS Server
- MailNow 5
- Kaseya remote desktop
- Cylance Antivirus
- Webroot Antivirus
- Bitdefender Antivirus

Company: TekMark Group Sdn Bhd

Industry: Electrical & Electronics

2024 July - present

Position: IT Manager

- Managed and supported the company's entire IT infrastructure, including servers, workstations, office networks, hardware, and software.
- Developed, updated, and maintained comprehensive documentation for IT systems, procedures, policies, and user guides included branches
- Planned and executed IT projects, ensuring timely completion and adherence to budget constraints.
- Collaborated with external vendors and service providers to guarantee prompt delivery of IT services and products
- Secured IT systems and company data by implementing and upholding robust IT security measures and protocols.
- Directed the maintenance, updates, and upgrades of IT systems, including servers, workstations, networks, and hardware.
- Supervised and mentored an IT technician, providing guidance, IT technical professional development, and ensuring task completion.
- Delivered technical support and troubleshooting assistance to staff across all offices, resolving IT-related issues promptly.
- Maintained and regularly updated IT inventory, user and supplier lists, and software/license lifecycles.

Project

- Network Revamp & tech refresh
- SAP Project implementation
Setup Power BI integration server
- Disaster recovery Plan

Company: UAC Berhad

Industry: Building Materials

2023 (May) – 2024 (Jun)

Position: IT Manager

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- Delivered technical support and troubleshooting assistance to staff across all offices, resolving IT-related issues promptly.
- Maintained and regularly updated IT inventory, user and supplier lists, and software/license lifecycles.

Project and Job responsibility:

IT Cybersecurity project

- Security Operation Center (SOC).
- Endpoint Detection & Response (EDR).
- Phishing Attack Simulation & Awareness Training (Human Firewall).

Network Revamp and tech refresh

Endpoint security & antivirus upgrade

Domain Controller upgrade - Firewall upgrade (FortiGate)

Company share-folder implementation

Implement MFA authenticator for Microsoft office 365

Upgrade company WIFI project (cloud control)

Power BI implementation (basic level)

Users IT asset upgrade (desktop to laptop)

Share Point implementation (basic Level)

Disaster recovery Plan

Company: Wah Seong Corporation Berhad

Subsidiary: Syn Tai Hung Trading, Spirolite Sdn Bhd, WDG Rescoursces Sdn Bhd

2014(Aug) - 2023 (May)

Industry: Construction / Building Material / Oil & Gas

Position: Manager (Jun 2021 – Present)

Assistant Manager (Aug 2014 - May 2021)

***Work Description**

- Solely in charge of the 3 Company's development and maintenance of the IT plan of each financial year.
- To support HQ and 4 regions (branches and warehouse) + 3 subsidiary hardware and software support. Such as PC (Desktop and Laptop), Printer, Scanner, and WIFI Router etc.
- Deployed MIS IT Policy and Standard Procedure.
- Ensure all IT systems, infrastructures, servers, networks, and securities are running at an efficient level.
- Plan and develop steps when there are IT projects taking place.
- Monitor major projects, IT budgets, priorities, standards ISO procedures, and overall IT performance.
- Responsible E-mail web hosting & create e-mail & User login ID.
- Troubleshooting ERP System issue.
- Review quotation for Hardware & software purchase
- New Server Room setup (Server Room Migration and Domain Controller upgrade).
- Backup Server upgrade (Symantec).
- Arrange basic training for ERP system.

***Project**

- Restructure Credit approval and approve Limit.
- ERP GST update and Change report format.
- Coordinate with ERP (ASOFT Digital) to deploy Cash and Credit module.
- Coordinate new branches setup (IT equipment)
- Server Room Migration
- Server Upgrade – Domain Controller 2012, Symantec Backup Exec 2014, File Sharing, ERP System Hardware upgrade
- Coordinate with ERP (ASOFT) training for all Staff
- Coordinate with ERP system GST training
- New Branches IT equipment setup
- Server Upgrade – ERP system
- Firewall Upgrade- Sophos XG310
- Email Upgrade - Microsoft office 365
- ISMS (Coordinate for IT Policy)
- Antivirus update: Cylance & Webroot upgraded to Bitdefender
- Coordinate for VLAN upgrade

***Job Responsible:**

- Backup Servers:** Symantec Backup Exec 2014 (upgraded to SyncBack)
- Domain Controller:** Active Directory DHCP setup & support
- E-mail Servers:** Web Hosting Company (Smarter Mail) & MailNow 5 & Microsoft Office 365
- File servers:** NAS Server - QNAP
- Firewall:** Fort iGATE 200B / Sophos XG310
- Network:** Network Switch & Router (HP), Load balancer -PepLink
- Application:** ERP System - ASOFT Digital
- Company File:** File Sharing Server
- FM200**

Company: TekMark Group Sdn Bhd

Industry: Electrical & Electronics

2010 (Nov) - 2014 (Aug)

Position: Senior IT Executive

***Work Description**

- Solely in charge of the development and maintenance of the IT plan of each financial year.
- Review for the new vendors to use by the organization and cooperation with user's department.
- Monitor major projects, IT budgets, priorities, standards ISO procedures, and overall IT performance.
- Coordinate priorities between the IT department and other departments, such as HR, Marketing, Logistic and service and calibration department to deploy the necessary software and hardware.
- Provided the necessary training to the internal staff.
- Research software applications and hardware requirements for the purpose of previewing products to provide recommendations regarding applications and purchases.
- Plan and develop steps when there are IT project take place
- Ensure all IT systems, infrastructures, servers, networks and securities are running at efficient level.
- Plan, implement and maintain for all system and network backup.
- Research and develop procedures, policies, and standards for personal computing
- Coordinates project management activities including communication of project priorities
- Create monthly report (Backups Report & Network ID for ISO purpose)
- Monitoring network & hardware uptime & downtime
- Responsible E-mail web hosting & create e-mail & User login ID
- Designs IT course and knowledge sharing & provides IT training to in-house users.
- SAP system User permission & system prices list updating.

***Project**

- Firewall upgrading – Fortigate 80c
- Intranet deployed and server upgrade
- Deploy Logistic Department tracking system
- Intranet system upgrade and deployment
- HR and Finance Tracking System
- Coordinate with the vendor and various departments to deploy and set up the head office main website and its other subsidiaries, involvement in website design, structure, and process flow and enhance SEO set up. Total project involved 5 websites concurrently on-going with different business nature and requirements each website.
- Broadband upgrade to Unifi and configuration (HQ and Penang branch)
- IT Knowledge project – 2010 GIMP- Resize Photo & Download Smarter mail Address Book
- IT Knowledge project – 2011 Burn AnyWare and what is Cloud Computing
- IT Knowledge project – 2012 How to Choose your Right Tablet
- IT Knowledge project – 2013 How to Access Synology folder during out of office.

***Job Functions**

- Backup Servers: SyncBackup server
- E-mail Servers: Web Hosting Company (Smarter Mail) & Active Directory
- File Servers: Space guard (Synology NAS Server)
- Firewall: FortiGate 80c / 200B
- Network: All Network Switch & Router
- Application: SAP System, CRM
- Company File: File Sharing Server

Company: Mah Sing Group Sdn Bhd

Industry: Property

2008 (Nov) - 2010 (Oct)

Position: Senior IT Executive

***Work Description**

- Perform maintenance for all computer equipment (PC, Printer, Server & etc)
- Perform entire system backup for all system
- Plan and develop steps when there are IT project take place verify all backup media to ensure no error
- Responsible to solved user software and hardware
- Update spaces guard for file Sharing sever
- Create monthly report (System Backups Report & Network ID)
- Monitoring Switch uptime & downtime
- Responsible E-mail server & create e-mail & User login ID
- IT Training to in-house users.
- BlackBerry Bold 9000 System Upgrade & implementation
- Monitor Server & Network uptime & downtime

***Project**

- File Sharing server - Space Guard SRM
- Broadband Upgrade for Mah Sing HQ – Micro Link
- Black Berry Bold 9000 System Upgrade & implementation
- New Server Room Setup: Sri Pulai Perdana 2 (30 May 2009)
- Austin Perdana (30 June 2009)
- Sierra Perdana (31 July 2009)

***Job Function:**

- Backup Server: Symantec Backup Exec
- E-mail Servers: MS Exchange 2007 & Active Directory
- File Servers: Space guard
- Proxy Servers: MS ISA
- Network: Ascenlink (Load Balancer)

Company: Hong Leong Bank Sdn Bhd @ Hong Leong Assurance

Industry: Banking

2006 (Nov) – 2008 (Nov)

Position: System Administrator (IT Executive)

***Work Description**

- Responsible to solved user software and hardware
- Takaful software installation & user support
- Responsible E-mail server & create e-mail & User login ID
- Responsible file sharing server and assign user access right
- Update spaces guard for file Sharing sever
- Responsible all staff information update in E-mail property
- Create monthly report for ISD meeting
- TM net billing & ISDN line recorded
- Monitoring Switch uptime & downtime
- Cisco Switch (2950) Vlan configuration

***Project (Hong Leong Bank)**

- All HLA Staff E-mail, Division, Job Title & Department information update
- Assistant PC setup for disaster recovery (2006 November)
- Responsible PC setup for disaster recovery (2007 March)
- Responsible PC setup & sever update for disaster recovery (2007 November)
- Takaful Software installation & PC setup
- Assistant Active directory (E-mail & USER ID) upgrade
- Responsible PC setup & sever update for disaster recovery (2008 May)
- Utimaco Software installation.
- Trackbird Software installation.

Company: HELP University College

Industry: Education

2003 (May) - 2005 (Jun)

Position: System Support Engineer

Work Description

- Responsible for all internets related system such as Linux ftp server, Oracle, firewall, Oracle server and etc.
- Responsible in the evaluation systems' software and hardware as well as related peripherals for computerization
- Maintain students' PC lab
- Solving staffs' PC problem
- Perform maintenance for all computer equipment (e.g. Terminal, PC, Printers & etc.)

***Project**

- Naming convention for network & telephone face plate
- Scanning teaching material
- Setup Student Lab PC

Company: Values Shop Sdn Bhd

Industry: Computer (Retail)

2001 (Apr) - 2002 (Apr)

Position: Computer Technician

***Work Description**

- Installation of hardware and software for new computer & deliver new computers to customers
- Repair customers' computer and solve customers' software problem

Courses & Seminar Attended

Date	Course / Subject	Days
03/04/2008	ITSM/ITIL Foundation Training HLB System	0.5 day
22/08/2008	Deploying Exchange on a VMware Platform	0.5 day
22/08/2008	Designing Microsoft Infrastructure Services on Virtual Infrastructure	0.5 day
28/08/2008	End 2 End Virtualization - Citrix	1 day
16/12/2008	Implementing and Managing Windows Server 2008 Hyper-V	1 day
24/03/2009	Secure and Manage your Mission Critical Servers	1 day
30/03/2009	Exclusive Microsoft Exchange Server 2007 & System Center Essential	1 day
14/05/2009	Re-energise Your Business with the Future of Virtualization	1 day
09/02/2010	Storage Works and Acronis Backup and Recovery Ver 10.0	0.5 day
20/04/2010	Unlock The Full Potential Of Virtualization with HP Storage Works	1 day
23/05/2012	E-commerce Web	0.5 day
05/06/2012	SAP CRM Rapid Deployment Solutions	0.5 day
12/03/2012	Special Program - Certified IT Manager - CITM	3 days
30/10/2012	PROJECTMANAGEMENT	3 days
21/07/2013	Special Program - Certified IT Manager – CITM	3 days
03/05/2014	Management Training – Leadership Skill and Employee Engagement	2 days
23/04/2015	ASOFT ERP System Training - Part 1	2 days
19/03/2015	ASOFT ERP System Training - Part 2	1 day
20/03/2015	ASOFT ERP System GST Training	1 day
13-14/06/2016	Management Training -Communication! Lean Powerful Communication	2 days
22-23/09/2016	Management Training - Strategic Workforce Performance Management	2 days
15-16/05/2017	Management Training - P.O.W.E.R Pack Presentation Skill	2 days
12-13/09/2017	Management Training - Effective Negotiation Skills	2 days
27/03/2018	Microsoft x Rackspace CIO Luncheon	0.5 day
18-19/04/2017	Management Training Finance for non-finance Personnel	2 days
11-12/10/2018	Management Training - Communication & Relationship in the New	2 days
29th June, 2022	The ultimate Cybersecurity prevention methods in the market	0.5day
21 July 2022	How to Future-Proof Your Business Operations with Hybrid IAM	0.5day
13th Sept 2022	Improve Cyber Resiliency & Enterprise Data Protection on	1 day
7 Dec 2022	Cyberthreats Are Evolving. Are You Protected	0.5 days
20-21 Dec 2023	Microsoft Power BI	2 days
06 Sep 2023	Malaysia 1st Experiential Cybersecurity Conference: Cybertron 2023	1 day

References

Name: Steven Thee

Company: Takaful- Malaysia Berhad

Department: Information Technology Division

Position: Manager - IT Infrastructure

Contact No: 017 - 468 7077

Remark: Previous work with Hong Leong Bank

Name: Chong Kam Fook

Company: TekMark Group Berhad

Position: Manager

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