Nek Mohd Faiz Nek Yahya

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Career history

Head of Group IT at Petra Group Services Management Sdn Bhd

Nov 2022 - Present (1 year 8 months)

Responsibilities

- Design and deploy an IT Strategy to support group of companies, ensuring that innovation, security, reliability, cost, and utilization are the cornerstones.

- Work with the senior management team (C-level) to horizon for new technologies, provide solutions and services to the business that retain and increase competitive advantage.

- Ensure security and compliance remain central to the IT strategy implementation and IT operation.

- Govern the Group IT budget.

- Manage the relationships with external suppliers, ensuring that the optimum services and supplies are procured.

- Develop and maintain an appropriate IT organization that supports the needs of the business and monitors the performance.

Team Lead of Project Manager/Program Manager at Skills Quotient Resources Sdn Bhd

Mar 2022 - Nov 2022 (9 months)

Responsibilities

- Organizing programs and activities in accordance with the mission and goals of the organization.

- Creating and managing long-term goals.

- Developing a budget and operating plan for the program.

- Developing an evaluation method to assess program strengths and identify areas for improvement.

- Writing program funding proposals to guarantee uninterrupted delivery of services.

- Managing a team with a diverse array of talents and responsibilities.

- Ensuring goals are met in areas including end user satisfaction, safety, quality, and team member performance.

- Implementing and managing changes and interventions to ensure project goals are achieved.

- Meeting with stakeholders to make communication easy and transparent regarding project issues and decisions on services.

- Producing accurate and timely reporting of program status throughout its life cycle.

- Analyzing program risks.

- Working on strategy with the business team.

- Managing AWS as administrator - Providing effective utilization of AWS resources and services.

Head of IT & Operation at Credilab Sdn Bhd
Jan 2017 - Feb 2022 (5 years 2 months)

Responsibilities

- Lead the formulation and implementation of IT strategy and Group IT policies together with industry best practices.

- Oversee all technology operations (e.g. network security) and evaluate them according to company requirements, and implement IT best practices.

- Design and implement IT policies and strategies including, but not limited to: Standard Operating Procedures (Business and IT Operations), Change Requests Management, Access/Security Control, and Helpdesk Service Level Agreements.

- Review and prepare documentation of training documents, technical requirements, process workflow definitions and systems architectural reviews.

- Manage existing vendors for IT procurement and review maintenance agreements.

- Oversee the continuous development in CRM, Mobile Apps, Website, Call Center System (Telephony), and Power BI tools.

- Analyse the business requirements of all companies and departments to determine their technology needs.

- Identify opportunities to leverage technology and optimize internal tools to improve business processes.

- Managing AWS as administrator - Providing effective utilization of AWS resources and services.

- Managing Cloud based Infra which use by developer and systems team - within secure VPC in AWS.

- Interface with government agencies related to key business transformation projects, building depository and quality of human capital, project financing and funding for accelerated growth.

- Set or control IT budget for yearly and quarterly.

- Garner user buy-in on projects, communicate new features and enhancements to internal stakeholders.

- Deal with payment gateway vendor (JomPAY PayNet) to prepare the integration link for the payment purpose.

- Any other ad-hoc duties as assigned and necessary (act as Level 3 Support).

IT Manager (Technical & Administrator) at United Business Media (M) Sdn Bhd

Sep 2012 - Dec 2016 (4 years 4 months)

Responsibilities

- Handle for Vietnam, Philippines, Indonesia and Myanmar office IT issue.

- Handle/managed for Citrix server, Expocad server including CRM in terms of technical support.

- Manage for new user ID, Exchange Email, hardware and software.

- Liaised with vendor in terms of new purchasing and repairing or servicing.

- Handle for internal audit for IT.

- Manage Domestic Roaming & Domestic traffic performance, end-to-end Fault Management, Fault Escalation & first level performance alarm monitoring.

- Enhance current functionality with relevant internal departments for Domestic Roaming & Domestic Traffic Quality Performance

- Managing AWS as administrator

- Providing effective utilization of AWS resources and services.

- Managing Cloud based Infra which use by developer and systems team - within secure VPC in AWS.

- To implement and integrate services in NMS in line with Line of Business.

- Support for onsite events if necessary, including Oversea events.

- To drive network surveillance and escalation processes improvement.

- Implement process optimisation and group productivity improvement.

- Provide and control dissemination of network health status to related NED management groups.

- Drive organisational KPI related to network, services and the availability of corporate services.

- Provide summarised reports as per management request.

- Managed and create an IT budget for company covering for ASEAN office (MY, PH, VT, ID, MYANMAR).

- Planning for any future upgrade for any IT device/equipment for ASEAN office.

- Handle for Business Continuity Plan (BCP)

MIS Asst Manager at Schneider Clipsal (M) Manufacturing Sdn Bhd

Responsibilities

- Handle for SAP.

- Manage for new user ID, Lotus Email, hardware and software.

- Liaised with vendor in terms of new purchasing and repairing or servicing.

- Managed for any troubleshot for hardware and software.

- Handle for internal audit for IT.

- Manage Domestic Roaming & Domestic traffic performance, end-to-end Fault Management, Fault Escalation & first level performance alarm monitoring.

- Enhance current functionalities with relevant internal departments for Domestic Roaming & Domestic Traffic Quality Performance

- Management in the following areas:

    - Fault Management

    - Performance Management

    - Monitoring System dimensioning and

    - OSS Application enhancement

- Network Management System - To implement and integrate services in NMS in line with Line of Business.

- To drive network surveillance and escalation processes improvement.

- Implement process optimization and group productivity improvement.

- Provide and control dissemination of network health status to related NED management groups.

- Drive organizational KPI related to network, services and the availability of corporate services.

- Provide summarized reports as per management request.

- Managed for ERP project.

- Managed for Annual MIS Budgeted.

- Involved in IT Audit for sub-company.

- Project Manager for any new ICT project.

Snr. Technical Support Engineer at Online Antivirus Sdn Bhd

Responsibilities

 - Manage all training to new staff.

- Handle for South East Asia support cases regarding for Kaspersky product

- Handle for Company Forum, Blog and outside forum.

- Manage Online Marketing/Sales for Company.

- Support for any email, live-chat and forum technical problem

- Support phone call for any case regarding Kaspersky product and sales.

- Support call from customer about Kaspersky problem.

- Handle for any onsite customer in-terms of any problem related with Kaspersky. Including for Enterprise server Edition.

IT Executive at Permodalan BSN Berhad

Responsibilities

 - Handle of SUN ACC system, XYLOG unit trust system, Portfolio system, handling of IT management all procedure and documentation.

- To report to CEO about all the system function,

- To deal with all vendors and supplier.

- To handle all of report that require to all department every day.

- Handle for Server configuration.

- Do technical support for any troubleshoot for PC, Printers.

- Do all the UAT testing for new system.

- Create and managed for any email and ID for new staff.

- Managed for Active Directory Server, Printer Server, and databases server.

- Handling for Server installation or upgrading.

- Handle for Backup Recovery Procedure.

- Handle for BCP and DR project between BSN system and Permodalan system.

- Propose to Upgrade old Unit Trust System to new Online base Unit Trust System.

On-site Technical Engineer at ACACIA IT Service Sdn Bhd, Subang Jaya
Jan 2007 - May 2008 (1 year 5 months)

Responsibilities

- Service and repairing PC also printer at all Balai Polis, IPK, and IPD including Mahkamah Persekutuan. Seksyen, and Tinggi Palace of Justice (POJ).

- Support for any Servicing for HP, View Sonic, Fujitsu, Canon, and most of ICT part/hardware.

- Trouble shot for any Networking problem or new installation.

Technical Executive at Technical Executive, Nurez'S Sdn Bhd, Kuala Lumpur
Jul 2006 - Dec 2006 (6 months)

Responsibilities

- Do job as technical site to supply UTP/Fiber Optic cable, Installing the cable and point of network, lay the cable from the server room to the new destination, maintenance PC and creating new PC.

- Workout with the any new project like doing the proposal and tender, finding new product to suggest to customer.

- Handle sales to get the contract tender.

- Have to monitor for any problem regarding of Server and PC at any contract site.

- Project at Perodua Manufacturing, Proton Manufacturing, Naza Manufacturing.

Asst Front Office Manager at New Pacific Hotel, Kota Bharu, Kelantan
Aug 2002 - Dec 2003 (1 year 5 months)

Responsibilities

- Responsible for assisting the Front Office Manager includes leading and managing all sections of the Front Office Department in order to ensure the highest standards.

- Monitors the Front Office employees to make sure all guests receive prompt and personal recognition.

- Takes care of the front desk operation including guest registration, room assignment and check-out procedures.

- Assists the Front Office Manager in employee related matters such as evaluations and consulting.

- Assist at FO counter whenever needed.

- Re-arrange with guest whenever needed about flight ticket and taxi request to pickup or send to airport.

- Prepared Check-In & Check-Out list, also prepared for function listing, manage room for booking list by group.

Skills

Oracle System D/B, Sun Accounting, Configuring PC, Server, Design, Layout Wi-Fi, & Networking Plan, Prepare tender document for IT project, Networking and Computer Maintenance, Polycom Configuration, Technical Sales, PMP/PMI Certified, Agile Methodologies, Scrum Methodology, Microsoft Project, Communication Skills, Time Management, Team Leadership, Problem Solving, Systems Implementation

Languages

Bahasa Indonesia, Bahasa Malaysia, English, Japanese

Education

- **Bachelor of Computer Science/Information Technology (Networking)** from University Technology Malaysia (UTM)
  Graduated 2016
- **Diploma of Computer Science/Information Technology (Networking)** from University Industry Selangor (UNISEL)
  Graduated 2006

Licences & certifications

- Agile Scrum Master Certificate
- Scrum Master Certification
- PMP Certificate