

Hui Wun CHONG

Technical Lead

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Experienced IT professional with almost 20 years of experience in the IT industry with expertise spanning from programming, presales, education, research and development to delivery and application support.

My strengths include providing services to Governmental and non Governmental Clients in the Banking, Finance and Telecommunications industries. These services are hands on delivery and application support in the Collections domain across the APAC and ANZ regions, in the Originations and Credit Decisioning domain across the APAC and NORAM regions; and recently architecting and developing solutions with OutSystems low code/ no code platform.

EXPERIENCE

TECHNICAL LEAD, 10th July 2022 – Current, OutSystems Malaysia Sdn. Bhd., Kuala Lumpur, Malaysia

- Performs architecture assessment on Client's applications.
- Trains Clients on OutSystems development and architecture best practices.
- Trains Clients on troubleshooting methods.
- Assists pre sales in application estimates.
- Leads Client's project requirement session and develops Client's application as per Client's requirements.
- Performs code review.

SOLUTIONS ARCHITECT, 12th January 2022 – 28th June 2023, Provenir Malaysia, Kuala Lumpur, Malaysia

- Designed, built and delivered credit decisioning solution, and Proof-of-Concept based on Client's (APAC and US) requirements with Provenir's low code platform studio/ web studio.
- Supported (hands-on troubleshooting, root cause analysis, and fixes deployment) Client during SIT, UAT, Pre-Production, and Post Production (warranty period) phase
- Collaborated with Support Team and Product Team on product's bug fixes, and clarifications on product's functionalities.
- Provided training to Client on usage of delivered credit decisioning solution prior to go-live.
- Attending Client's weekly scrum call/ requirements discussion to address/ clarify regarding Client's solution/ requirements.
- Collaborated with and guided professional services colleagues on day to day hands-on project enquiries/ tasks.

SENIOR SOLUTION ANALYST, 22nd April 2021 – 11th January 2022, UST Global (Onsite for Experian Asia Pacific, Cyberjaya, Malaysia)

- Designed and built Collections solution based on Client's requirements.
- Designed and built Proof-of-Concept based on Client's requirements.
- Supported internal testers and Client's SIT, UAT, Pre-Production, and Production phase.
- Collaborated with Product Team on product's bug fixes, and clarifications on product's functionalities
- Interviewed and trained new hires.
- Led and supervised the work of junior solution analysts.

SYSTEMS ANALYST, 13th November 2018 – 22nd April 2021, Overseas China Banking Corporation Bank (OCBC Bank), Kuala Lumpur, Malaysia

- Collaborated closely with key stakeholders to deliver credit processing (corporate) projects and solutions.
- Collaborated closely with product vendors to analyse impacts due to change requests and review system designs.
- Provided support to SIT and UAT, investigated and resolved technical issues reported during projects.
- Provided post Production support during warranty period following a project deployment to Production environment.
- Planned and commissioned production system implementations and ensure compliance to technology architecture standards, software defect resolution and successful system deployment.

Achievements

- Spot award for supporting UAT phase for Probank Project on my first month being onboard into my role despite having limited knowledge on the project and the solutions. This enables the Bank to sign off its UAT phase within the deadline.
- Probank is a project that integrated Bank wide loan syndication system to the Bank's internal reporting system and fax machine.

TALLYMAN/ POWERCURVE COLLECTIONS TECHNICAL ANALYST, 20th October 2014 – 11th November 2018, Experian Asia Pacific, Cyberjaya, Malaysia

- Provided software and technical support to Tallyman APAC and ANZ Clients in the Banking, Finance and Telecommunications industries within agreed SLAs.
- Provided delivery services including build and support to Tallyman APAC and ANZ Clients in the Banking, Finance, and Telecommunications industries where deliverables are tested, completed, and delivered to Clients within project budget and deadline.
- Performed build testing for new Tallyman builds before releasing build to Clients.
- Provided pre-sales support during RFP and product demonstrations to prospective Clients.

Achievements

- Spot Award for successfully completed internal tests for ANZ Bank's Powercurve Collections solutions for Release 1 (international assignment with APAC Test Hub).
- Successfully delivered change requests to Banks, Financial Institutions and Telecommunications Clients in the Collections domain right from design phase, build phase, test phase and documentation.
- Spot Award for successfully developing a fix for a critical Tallyman ticket for an APAC Telecommunication Client to enable Client to quickly sell of customer's debt to external debt collector.
- Spot Award for successfully providing Westpac RAMS's its required data urgently within SLA for Westpac RAM's annual CCMC data response.

APPLICATION SUPPORT, 01st March 2012 – 18th October 2014, OCBC (Overseas-Chinese Banking Corporation) Bank, Kuala Lumpur, Malaysia

- Supported and performed configuration for the Bank's Report and Documents Management System (IntelliSTOR).
- Supported and provided training to the business users of the Bank's Report and Documents Management System.
- Performed UAT, Pre-Production tests, Production deployment (including documentation and user manuals) on new projects and enhancement on the Bank's Report and Documents Management System.

Achievements

- Received recognition award from the Bank's CIO Mr. Yeoh Yew Seng for outstanding performance in supporting and maintaining the Bank's Report and Documents Management System.

EDUCATION

Bachelor of Science (Hons) Applied Computing, (with Second Class Honours Upper Division), 2004 – 2005, Northumbria University at Newcastle, United Kingdom

Diploma in Information Technology, (with Excellence), 2001 – 2003, NIIT Kuching, Malaysia

TECHNOLOGY SUMMARY

Systems: Windows; Unix Based (Linux, Unix, Solaris)

Web Servers & Application Servers: Apache Web Server, Microsoft IIS, Weblogic Modeling:

UML, MS Visio

Software: MS Office (Word, Excel, Access, Powerpoint, Project), Atlassian Jira, Atlassian Confluence

Database Technologies: Oracle Database Server, Microsoft SQL Server, MySQL, PostgreSQL

Programming Languages: JavaScript, Oracle PL/SQL, Windows Programming, Shell Scripting, Java, VBScript

KEY SKILLS

Product and solution troubleshooting

Solutions design, build and test

Pre-sales support

Working with Oracle DB, MS SQL DB, PostgreSQL DB

Team upskilling/ End user trainings

PROFESSIONAL CERTIFICATIONS

OutSystems Associate Reactive Developer

Oracle Database 12c SQL Query

ITIL Foundation in IT Service Management A+ PC Technician

Oracle Identity Management Deep Dive Training Oracle Database 10g Release 2 Administration I

Oracle Application Server 10g Release 2 Administration I