# <u>Tham</u> Siew Loon

## Personal Data

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## Objectives

With years of IT support experiences and knowledge gained from a MNC, public listed and SME environment, I am confident in facing all sorts of challenges in the ever evolving IT industry. In today's corporate environment, there is always a demand for latest technologies/system which could benefit the company in improving work and management efficiency but with limited budget provided. With such situations, I have learned to improvise the best solution which is available in the current market which could perform the required task with minimal cost and effort. As my current company strictly adheres to the ISO standard, I was able to familiarize myself with standards and procedures relating to all IT matters.

## Experiences

**July 2022 – Present : Innoquest Pathology Sdn Bhd**
**Healthcare**
**IT Director**

- Lead the IT Department, monitor financial and manpower budget, resolve risks issues/escalations and manage performance and results in every IT disciplines.
- Overseeing all technology operations and evaluating them according to established goals
- Devising and establishing IT policies and systems to support the implementation of strategies set by upper management
- Analyzing the business requirements of all departments to determine their technology needs
- Oversee all technology operations (e.g. network security) and evaluate them according to established goals
- Devise and establish IT policies and systems to support the implementation of strategies set by upper management
- Analyze the business requirements of all departments to determine their technology needs
- Purchase efficient and cost effective technological equipment and software
- Inspect the use of technological equipment and software to ensure functionality and efficiency
- Identify the need for upgrades, configurations or new systems and report to upper management
- Coordinate IT managers and supervise computer scientists, technicians and other professionals to provide guidance
- Control budget and report on expenditure
- Assist in building relationships with business stakeholders, clients & vendors

**IT initiatives/projects completed:**

- Successfully initiated PC refresh exercise as part of the security uplift
- Successfully carried out IT listing clean-up post-merger of 3 labs
- Reduction of technical debt
  - decommissioning of old/obsolete system
  - relocating the DR center to a different service provider
- Supported the rollout of a printing solution to all the branches in Malaysia
- Coordinated with the IT team and external vendor to resolve the AP application currently in use by the pathologists

**May 2021 – July 2022 : Nirvana Asia Group**
**Bereavement Service Provider**
**Head of IT**

- Lead IT Department, provide annual business plan, monitor financial and manpower budget, resolve risks issues and manage performance and results in every IT disciplines.
- Recommend ERP planning, system/ vendor selection, implementation and revision.
- Manage communication with stakeholders including business engagement.
- Initiate intervention or other management activities where gaps are identified or issues arise.
- Report progress of the work to Executive Director and CEO at regular intervals.
- Drive innovation, effective change and deliver best practices.

- Guide, drive and transform departments to understand and apply new technologies and digitalization processes to be in line with company direction.
- Implement digitalization solutions and upgrade software, processes and infrastructures to be in line with business requirements.
- Adapt latest knowledge on consumer market, demands and payment system via digital platform (i.e. mobile, ecommerce, SEO/PPC, email and social media marketing)

**IT initiatives/projects completed:**

- Successfully initiated PC refresh exercise for the Nirvana group (200+ machines)
- Strengthen Cybersecurity policies & infrastructure
    - Implemented MFA for VPN/RDP access
    - JUMP server setup (a system on a network used to access and manage devices in a separate security zone)
- Improved existing by implementing Azure Stack HCI system
- Taking ownership of multiple key business system from vendor to reduce development cost
- Streamlined guidelines for SAP process
    - Reducing unnecessary CRs
    - Implementing strict guidelines for data maintenance/patching
- Improved existing network infrastructures
- Initiated the PCI DSS assessment for credit card storage facility to ensure compliance
- Initiated the setup of the SIEM solution (Security Information & Event Management) for enhance network security

**July 2015 – May, 2021 : Schneider Electric Industries (M) Sdn Bhd**
**Electrical, Electronics, Energy Solutions & Manufacturing**
**Country IT Manager and Business Partner – IPO (Information Processing Organization)**

- Accountable in front of business for service continuity in Malaysia
- Manage and execute Malaysia IT services o Drive the design, delivery, maintenance and rollout Tier 4 (local) applications
    - Operate infrastructures under landscape scope
    - Provide end user support
    - Ensure operations in line with IPO (Information Processing Organization) Application Services / Operations Services guidelines
    - Ensure integration of new entities
- Host manager for IPO teams located in the Malaysia (Plaza33, CMK & Gutor)
- Local Sourcing
- Manage vendors operationally
- Drive & develop employee engagement within management perimeter
- Manage operational IT budget for Malaysia
- Project portfolio, run costs, central IPO costs
- Monitor volumes and optimize IT costs of Malaysia
- Ensure One SE objectives relevant to IPO are achieved
- Manage & monitor Operations Services L1 support desk
- Receive the global roadmaps from respective IPO functions (e.g. infrastructure roadmap, bridge roadmap, front office roadmap etc)

**Business partner role:**
1. Own the portfolio of demand & projects - Initiate and manage demand process in DMT (from Draft to Funds Authorized) - Liaise with internal IPO teams (AS, OS, Finance) to progress demand in DMT - Hand-over demand to project/delivery team after "Funds Authorized" status is achieved - Monitor & follow progress of project/change delivery - Deliverables:
    - Update progress of demand in DMT at least once a week
    - Followup/escalate if project/change is not as per expectations
2. Define & maintain the IT landscape & roadmap - Prepare & maintain the inventory of infrastructure & applications used by the business (global, regional, local)

- Perform periodic infrastructure & application review (collaborate with OS & AS as required)
- Identify risks/areas of improvement & initiate IPO demand or support process
- Deliverables:
    i. Inventory list of infrastructure & applications
    ii. Infrastructure & Application review report (at least yearly once, preferably twice)

3. Establish an appropriate & effective governance model
    - Identify key business teams/stakeholders & seek for a nominee to formal & regular interactions
    - Setup interaction mechanism & reviews with the nominee
    - Be proactive in approaching business
    - Deliverables: o Governance model document o Minutes of meetings/followup tracker

4. Define & maintain the IT budget
    - Perform annual budgeting exercise (in collaboration with IPO finance)
    - Maintain IT budget consistency based on actual, ongoing changes & business evolution
    - Deliverables:
        i. Annual IT budget baseline
        ii. Updates to baseline IT budget

5. Ensure performance of standard IPO operations (service & support)
    - Follow-up with IPO teams to ensure healthy status of support performance metrics (Aging backlog, SLA compliance, quality of service, user experience)
    - Use "complaint management" effectively - SPOC for business escalations
    - Review & recommend updates/additions to IPO Service Catalog relevant to business needs

6. Communicate to align perception with reality (Business perception of IPO)
    - Stay up to date with ongoing & new IPO initiatives & programs - Share/communicate with business in various forums & interactions
    - Use facts & data to influence perception

7. Participate & contribute in business transformation/growth - Support & guide business from IT perspective in transformations & growth initiatives

**Projects Completed:**
- Participated in Regional SAP ECC6 rollout for Malaysia
- Provided SAP Hypercare support to all SAP users
- Completed Software Asset Management & Hardware Asset Management audit for Malaysia
- Improved satisfaction rating and participation count for 2nd half Customer Satisfaction Survey for local IT team
- Successfully deployed Oracle WMS (Warehouse Management System), wireless mobile printers and mobile barcode readers for the warehouse
- Successfully rollout Microsoft Office 365, replacing Lotus Notes as the main email system
- Successfully setup a full fledge back-up system for a plant producing UPS in Shah Alam
- Successfully upgraded the warehouse WIFI infrastructure to accommodate:
    - o the wireless mobile printers and barcode readers
    - o to form a standard WIFI network connectivity to all local & foreign Schneider Electric computers users as per the corporate setup
- Successfully refreshed the LAN (including core switch) and WIFI for corporate office (Plaza33) and Gutor office (UPS manufacturing plant)
- Successfully redeployed and decommissioning of all IT equipment during CMK plant closure
- Successfully redeploy LAN & WIFI infra when warehouse was outsourced to 3PL but maintaining Schneider connectivity for the Service office is still maintained at the same site
- Successfully redeployed unutilized Cisco APs from the warehouse to the UPS manufacturing plant and extend the WIFI coverage Gutor's warehouse, testbay and assembly area:
    - o To enable the deployment of RF guns at the warehouse for the good picking process

- To digitize the assembly area by deploying tablets for the engineering & assembly process
- Successfully relocated of server room from level 18 to level 19 at Plaza33
- Deployed Ops Command Center for SIM
  - With 6 a screen video wall
  - An interactive projector
  - Reports from Tableau on daily business activities and escalations to be displayed
- Deployed Customer Care Center in MY
  - Rerouted from CCC in the Philippines

**October 2012 – July 2015 : Contraves Advanced Devices Sdn Bhd**
**Defense & Aerospace**
**Senior Manager – IT**

- Provide leadership, vision, and management to the IT department
- Oversee the revision of the IT Strategic Plan on an annual basis ensuring its coherence with the overall company's strategic plan
- Hold regular departmental meetings to review strategic goals and initiatives, promote team building and work to provide growth paths for staff
- Supervise the on-going operations of the company's IT operations providing quality and timely support to computer users concerning hardware and software needs
- Provide day-to-day supervision, conduct performance appraisals, and delegate work assignments for all IT personnel
- Assist in recruiting, hiring, and providing appropriate training for IT support staff
- Administer the department budget
- Serve on planning and policy-making committees.
- Establish company's IT infrastructure to support and guide divisions and departments in computing and information technology efforts
- Identify emerging information technologies to be assimilated, integrated, and introduced within the company's infrastructure
- Ensure that the company stays current and competitive with respect to IT infrastructure & services
- Oversee the development, design, and implementation of new applications and changes to existing computer systems and software packages.
- Assess new computing technologies and the feasibility of system enhancements to determine potential value for the company
- Supervise the ordering, acquisition, inventorying, and disposition of hardware and software
- Serve as primary contact with outside vendors in the generation of RFPs, bids, contracts, agreements, and other major vendor interactions
- Maintain the security, integrity and continual operation of the company's network including the wireless networks
- Ensure the continual functioning of mission critical operations such as ERP (MAPICs)
- Maintain security and privacy of the information systems, communication lines, and equipment.
- Develop, review, and certify all back-up and disaster recovery procedures and plans
- Oversee IT related aspects of all company's construction and renovation projects

- Rollout, support and maintain new system and solutions:
  - SAP (replacing the MAPICs)
  - Sharepoint as the company's portal
  - EDMS
  - HRMS system

      ○ Disaster Recovery planning for all locations

**Projects completed**
- Upgraded link from Cyberjaya office with Malacca plant with backup link through a bonding device to ensure business continuity.
- Successfully rolled out IT landscape for SAP for the organization which includes virtualization, redundancy/high availability, backup & recovery and Disaster Recovery
- Successfully migrated email system from an external hosted platform to internally hosted environment.
- Successfully setup entire IT infrastructure for the Cyberjaya office with the following :
    - Setup separate VLAN for each floor (4 level building)
    - Deployed Sophos Endpoint
    - Setup AD server (a backup AD as part of the Contraves domain with Malacca) with file and print services for all Cyberjaya users
    - Setup an isolated WIFI roaming service for external users/visitors
    - Setup Polycom video conferencing system
    - Setup an automated board room facility with centralized control
    - Setup Cisco Call Manager/IP phone system
    - Maintaining separate network (LAN) within the building for different business entities or partners
    - Implemented security card access system for the entire building
- Computerized production area in Malacca plant to access SAP and in-house developed traceability system
- Ensuring successful rollout of the in-house developed traceability system Contraves Advanced Traceability System) for the rest of the production floor
    - Able to trace production activities right down to the Lot number of each item being produced by specific operator
    - Able to keep track on man hours and machine hours utilized for each item to measure efficiency
    - Ensuring the routing process and procedures set by the Engineering department were being followed by the operators
- Part of the core project team in successfully rollout SAP ECC 6.0 with the following modules:
    - Financial Accounting module (FI) & Controlling (CO)
    - Sales & Distribution (SD)
    - Material Management (MM) / Inventory Management (IM)
    - Plant Maintenance (PM)
    - Human Resource (HR) & Payroll
    - Procure to Pay (P2P)
    - Quality Management (QM)


**February - September, 2012 : Ramunia Holdings Berhad /TH Heavy Engineering Berhad**
**Oil & Gas - Fabrication**
**Head of IT**

- Serve as the organization's technical advisor for information technology functions.
- Responsible for direction and control of all information systems and technology activities
- Overseeing systems design and programming activities, network planning, database management, system securities and computer operations
- Overseeing the support for the AX ERP system (Microsoft Axapta) as based on the business requirements and promoting the value proposition of MS Dynamics AX solutions to meet the requirements and deliver results accordingly
- Working closely with the Functional Consultants in the design of MS Dynamics AX technical solutions
- Ensure organization's technology capabilities support the overall corporate / business

strategy
- Establish long-term needs for information systems and plan strategy for developing systems and acquiring hardware to meet application needs
- Set standards around confidentiality and reliability of corporate data, proprietary information and intellectual property
- Understand emerging technologies and translate implications of the new technology into an effective IT vision and strategy
- Manage the portfolio of technology assets by assessment of benefit, risks and costs in the context of the business strategy
- Oversee the development of standards, best practices and technology road map that support the business and IT strategy
- Partner with business technology teams to engage business aligned teams, infrastructure group, and vendors in developing technology / product strategies
- Create business alliances and lead joint ventures with technology vendors
- Collaborate closely with clients in strategic planning and share accountability with them for benefit realization
- Provide mentoring and leadership to senior technology leadership and junior members of the organization and serve as a role model for the enterprise
- Actively participate in HR performance measurement processes
- To promote the use of knowledge management processes and tools
- Drive initiatives to proactively support knowledge sharing within the technology, business and firm-wide leadership teams
- Develop guidelines, standards, policies and procedures and disseminate to technology teams
- Develop and recommend systems policy, plans and programs which will promote efficiency and effectiveness within the company and take maximum advantage of technical development which meets the stringent conditions of internal/external auditors and ISO standards
- Overseeing the IT setup and operations for project based requirements
- Working closely with HR & Admin department in utilizing the appropriate IT resources/technology in ensuring the success of the cost saving initiative across the group

**Projects completed**
- Upgraded link from fabrication yard to HQ with backup link through a bonding device to ensure business continuity.
- Rollout of ERP system (Warehouse, Timesheet and Procurement modules) to fabrication yard users
- Successfully conducted IT migration over to new domain name with minimal expenditure during rebranding exercise
- Added additional fiber connections (infrastructure) to facilitate the installations of UNIFI (High Speed Broadband) specifically for future expansion at Pulau Indah fabrication yard
- Prepared IT facilities, infrastructure and support for external clients such as Aquatera/Petrofab and Shell Sarawak Bhd at our Pulau Indah fabrication yard

**2008 – 2012 : Pathology & Clinical Laboratory (M) Sdn Bhd**
**Healthcare**
**Senior Manager – Group IT**

- Manage and lead the entire IT department and set its' direction to achieve the Organisation's IT goals.

- Implement and maintain IT policies, procedures and standards for the Organisation's computer systems.
- Provide regional support on the CyberLab Laboratory Information System.
- Administer the Organisation's CyberLab Laboratory Information System (LIS), MIS, billings system, intranet, workstation environment, includes backup, user management, configuration control, performance management and supervision of local and wide area network setup and administration.
- Administration of the SQL database
- Oversee help desk support to company staff relating to:
  - PC configuration and operation
  - Microsoft Windows based software
  - Specialized Laboratory Software (LIS)
  - Printer management and maintenance
- Liaison with software suppliers and co-coordinating of updates and enhancements.
- Supervise, monitor, train, guide and motivate the IT department staff and to ensure efficient discharge of their respective duties in line with the IT department's objectives and goals.
- Ensure IT department's policies and rules are observed by all staff at all times.
- Setup and maintain disaster recovery system.
- Oversee website development for the group of companies under the Kam Holdings.

**Projects Completed**
- Rollout Active Directory
- Consolidated email system to a single system for the whole Kam Holdings group
- Upgraded UNIX based Lab Information System (LIS) to Windows based with high availability and redundancy
- Upgraded main link in HQ and standardized all WAN connection to ensure ease of support and administration
- Setup DR system
- Rollout Billing System which has been stalled for almost 7 years
- Upgraded LAN (core switch) to ensure higher throughput connectivity
- Rollout ThinClient system for all remote local and oversea users
- Setup MS System Center for centralized monitoring and administration
- Implemented link redundancy for HQ and all branches nationwide using Multi-Wan device (Peplink) and YES 3G services to ensure business continuity

**2007-2008 : Ranhill Berhad**
**Engineering & Construction**
**Promoted to Senior Manager of Group MIS**

**2004-2006 : Ranhill**
**Berhad. MIS Manager**

- Manage and co-ordinate the day to day operation functions of MIS Department which supports Ranhill Berhad and most of it's subsidiaries (Ranhill Engineers & Constructors, Ranhill Bersekutu, Ranhill Power Berhad, Ranhill Utilities Berhad, Mediglibcal and so on)
- Business continuity planning:
  - to ensure there will be minimal downtime for all computer users including remote sites in Johor, Sudan and Pakistan
  - ensure that tight security measures are enforced for all computer users to prevent hacking and sabotage
  - proper back-up and contingency plans in place in case of any emergencies
- Develop and recommend systems policy, plans and programs which will promote efficiency and effectiveness within the company and take maximum advantage of technical development
- Overseeing the IT setup and operations for project based requirements

- Identify, select and install and maintain data processing equipment to enable plans to be achieved
- Control and direct the analysis, design and implementation of systems, both computer based and clerical, to meet the needs of management within agreed times and cost constraints
- Ensure the maintenance of all existing systems in line with changing requirements and legislation/directives (corporate/government)
  - prevent illegal software being installed on all PCs
  - to maintain standard systems for the group
  - Proper security and IT policies must be enforced for all PC users in Ranhill group
  - All computer users must be responsible for their actions as stated in the Computer Policy
- Select and train staff and set methods and performance standards to ensure the achievement of agreed objectives
- Promote an awareness of computing potential amongst management and ensure education and training of new systems users that maximum advantage may be obtained from available technology
- Develop, review and update operation procedures to improve efficiency.
- Assist and perform any other duties and responsibilities as directed by higher management
- Worked closely in implementing in-house system with Software Development team and ERP (RAMCO) team
- Hands-on support on all systems together with my executives to maintain my proficiencies on IT tech/system support

**Project Completed**
- Setup DR system with a wireless canopy connection at a different location
- Rollout IPVPN connection for all local project sites
- Setup Riverbed appliance for bandwidth optimization for HQ and all remote sites
- Upgraded data center for our powerplant office in Sabah
- Successfully relocated data center in HQ
- Setup of IT facilities for Project site offices locally (Muar, Johor, Sabah and Kajang) and overseas (Sudan and Libya)
- Implemented an IT inventory system (Altiris) to have better control of all software and hardware used in Ranhill


**2002-2004 Bayer CropScience (Malaysia) Sdn Bhd (Aventis was acquired by Bayer)**
**Agrochemical**
**IT Executive**

- LAN administrator (Windows 2000 Server, NT 4 and Novell Netware)
- IT Security Officer for the company (ensuring there that all systems are properly patched and well secured from hackers and viruses)
- Anti-virus administrator for the company
- E-mail (Microsoft Exchange/Outlook and Lotus Notes) administrator.
- Helpdesk support for local and remote users on MS applications
- SAP support (FI CO, SD and MM modules) with basic ABAP programming knowledge
- WAN support (frame relay and ISDN lines)
- Assisting management in making decisions on all IT related matters
- Working closely with Global Support team from IBM and Equant plus in-house support team in Malaysia, Europe (Germany and France), Singapore and Australia
- Provide training to all staff on new systems
- Troubleshoot hardware (desktops, notebooks, hubs, routers, printers etc) and software problem. I'm familiar with all MS Windows series (from 3.1 to XP)
- Maintain fixed asset list on IT equipment for the company


**2001-2002 Aventis CropScience (Malaysia) Sdn Bhd**

**IT Executive (transferred back from regional office)**

- LAN administrator (Windows NT and Novell Netware)
- E-mail (Microsoft Exchange/Outlook) administrator.
- Helpdesk support for local and remote users on MS applications
- SAP support with basic ABAP programming

- WAN support
- Assisting management in making decisions on all IT related matters
- Working closely with Global Support team from IBM and Equant plus in-house support team in Europe and Australia
- Provide training to all staff
- Troubleshoot hardware and software problem
- Maintain fixed asset list on IT equipment for the company

**Project Completed**
- Rollout different mail systems over the last 8 years (MS Mail, MS Exchange, Novell Groupwise and LotusNotes)
- Assisted the rollout SAP 3.5 and mySAP with BI function

**1999-2000 Aventis CropScience OHQ (Malaysia) Sdn Bhd (Agrevo went through a merger)**
**Network & Infrastructure Assistant (transferred to regional office)**

- Utilizing the SUN Solaris system in monitoring the global WAN
- Troubleshooting basic problem on global routers and servers
- Working closely with WAN team in Germany and USA, Equant team in Paris, Infolink team Malaysia and German Telekom on technical support
- Assist regional Network manager in providing support for all network issues

**1998-1999 Agrevo H.S. (Malaysia) Sdn Bhd (Hoechst went through a corporate restructuring)**
**EDP Assistant**

- LAN and WAN administrator (Windows NT and Novell Netware)
- SAP support with basic ABAP programming
- E-mail administrator (Novell Groupwise)
- Provide training to all staff
- Troubleshoot hardware and software problem
- Maintain fixed asset list on IT equipment for the company
- Maintain good relationship with all IT vendors
- Supporting a CRM system
- Provide Helpdesk Support for all staff on all MS applications

**1996-1998 Hoechst Malaysia Sdn Bhd.**
**Chemical & Pharmaceutical**
**EDP Assistant**

- LAN and WAN administrator (Windows NT)
- SAP support with basic ABAP programming
- E-mail administrator (MS-Mail)
- Provide training to all staff

- Troubleshoot hardware and software problem
- Maintain good relationship with all IT vendors
- Supporting a CRM system (Goldmine)
- Provide Helpdesk Support for all staff on all MS applications

## Education

2013 K-Pintar Sdn Bhd
  **SAP TERP10 (SAP ERP Integration of Business Processes)**

2003 SAP Malaysia Sdn Bhd
  **SAP Basis (fundamental & concepts and technical)**

2001-2002 Nota Asia
  **Microsoft Certified Support Engineer – MCSE**
  **Microsoft Certified Professional – MCP**

2001-2001 New Horizons Computer Learning Centre
  **Certified Novell Engineer 5 (CNE 5)**
  **Certified Novell Administrator (CNA 5)**

1999-1999 New Horizons Computer Learning Centre
  **Certified Novell Engineer 4.11 (CNE 4.11)**
  **Certified Novell Administrator 4.11 (CNA 4.11)**

1996-1997 SAP Asia (Singapore)
• **ABAP Programming for SAP**

1993-1995 Monash University Australia
  **Bachelor of Technology (Computer Studies)**

## References

1) Mr. Seah Eng Ming
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   Pathology & Clinical Laboratory (M) Sdn Bhd
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