

Effendi Azaimé

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Summary

Dynamic Head of Workplace Technology with extensive experience in driving digital transformation and optimizing technology solutions to enhance workplace productivity. Proven track record of leading cross-functional teams in the development and implementation of innovative IT strategies that align with business goals. Expertise in streamlining operations, integrating advanced tools, and fostering a collaborative, tech-driven environment. Skilled in managing complex projects, improving employee experience, and ensuring scalability and security of workplace systems. Passionate about leveraging technology to drive organizational growth, efficiency, and continuous improvement.

Special interest in data management, analytics and online dashboard.

Career history

Head, Workplace Technology at United Overseas Bank Malaysia

Jul 2022 - Present

Overseeing enterprise workplace technology systems and endpoints to drive efficiency and to increase collaboration among employees covering 54 branches nationwide.

Ensure endpoints compliance are maintained ensuring BAU at the highest level without compromising security, compliance and governance as determined by the organisation and BNM/MAS.

Successfully completed several projects: relocation of multiple site offices throughout Klang Valley to UOBM new headquarters in Kuala Lumpur and split-site at Petaling Jaya, introduce new solution to create high performance workplace for the new office by introducing Microsoft Teams Room solution, Techbar for walkin support, standardization of common display to reduce cable clutters, Technology Operating Center (TOC) display solution and migration of supported platforms to data center migration to Cyberjaya and new bank-wide Endpoints Maintenance Support contact.

We also have completed the Citi branches onboarding and endpoints transition in Malaysia as part of the Citibank's Consumer Banking Business acquisition in 2022.

Senior Manager Information Technology at MRT Corporation Sdn Bhd

Nov 2012 - Jul 2022 (9 years 9 months)

Responsible for managing unit annual budgeting, endpoints management, video conferencing management, managing collaboration platforms, email platform, knowledge management platform, Microsoft Office training and Google Workspace collaborative platform.. Also responsible for data analytics and dashboard management and application development. Also manage and provide technical support for corporate events including online and hybrid events.

Supported platforms include Exchange 2013, Google Workspace, IMS Knowledge Management, Convene, Google Workspace, Poly Studio, micro systems developed using Google Workspace components.

Successfully completed several projects including email migration from Exchange 2010 to Google Workspace, micro systems development using Google Workspace components such as Employees and Inventory onboarding-offboarding system, HR Dashboard, e-Bidding system, Onsite inspection system for mobile engineers, Microsoft Excel and PowerPoint training for intermediate and advance, Google Workspace training to all employees, hybrid and virtual town hall, hybrid MOU signing with Johor Authority for RTS link.

Also invited as a speaker and several fire-up sessions with Google Malaysia.

AVP - IT Account Manager at Sime Darby Global Services Centre Sdn Bhd

Feb 2010 - Nov 2012 (2 years 10 months)

Managed key divisional accounts within Sime Darby groups including Property, Motors, Industrial, Healthcare and GHO across Malaysia, Singapore, Hong Kong, China and Australia.

Responsible for the preparation of monthly Service Review Performance report for all clients, SLA review and signing, SLA reporting, billing management and dispute handling and collection.

**Senior Information Technology Executive at PRASARANA
MALAYSIA BERHAD**

Mar 2006 - Jan 2010 (3 years 11 months)

Responsible for managing the IT department and supporting systems and IT infrastructure in the organisation including firewall, Exchange server, SAP, AD and endpoints support. Also responsible for developing the IT Policy and SOP.

Supported platforms include Microsoft Exchange, Primavera, Active Directory, NAS, Fortigate firewall, backup, antivirus, switches and endpoints. Also responsible for preparing tender specifications for corporate related projects.

Successfully completed the Project Management System on Primavera P6 (first P6 complete suite implementation in Malaysia), email migration from Exchange 2003 to Exchange 2010, and data center migration to new HQ office in Bangsar.

L2 Support Engineer at Atos Origin Malaysia Sdn Bhd

Mar 2005 - Mar 2006 (1 year 1 month)

L2 & L3 supports for client in AU/NZ

Managing Fonterra accounts on incident and service request escalations and queues to ensure services rendered are within targeted SLAs.

Develop, coach and provide training to develop competencies in various tools to support the client including Windows server 2003 R2, Windows NT, Symantec Netbackup, Citrix, RDP, Remedy BMC, Exchange 2003, and Active Directory.

Achievements/Milestones: 3 days ahead of SLA daily.

L2 Support Engineer at EDS Malaysia Sdn Bhd

Mar 2004 - Mar 2005 (1 year 1 month)

Responsible for providing Level 2 support supporting Microsoft Exchange support for Breaks account in UK. Scope includes AD account creation, maintenance, mailbox management and email routing. Perform remote support both backend and end users

L1 Support Engineer/Security Officer at HSBC Data

Processing Malaysia Sdn Bhd

Mar 2003 - Mar 2004 (1 year 1 month)

Responsible for providing Level 1 support supporting US/EMEA/APAC zone, performing ID maintenance, supporting PABX system and consolidating backup reports.

Successfully completed the system migration from UK to Malaysia as part of the services transitions for support.

Achievements/Milestones: Best Employee Award

IT Executive / Sales & Marketing Executive at Malaysia

Airports Technologies Sdn Bhd

Mar 2002 - Mar 2003 (1 year 1 month)

Responsible for maintaining the KLIA corporate website and intranet portal, preparing technical tender proposals, preparing marketing material and corporate presentation.

Successfully secured a contract with Petronas Dagangan for Flight Information Display System (FIDS).

Skills

Workplace Transformation, Data Analytics, Project Management, Google Workspace, Data Analytics, Collaboration Tools, Tender Management, Data Visualisation using Google Data Studio, Service Management, Account Management, ITIL Framework, Electronic Knowledge Management, Information Technology Service Management, Training.

Languages

English, Malay Language

Education

Bachelor of Information Technology from MARA University of Technology (UiTM) Shah Alam
Finished 2001

Licences & certifications

Google Cloud Certified in G Suite

Issued by Google

Issued on May 2020

Google Certified Educator Lvl 1

Issued by Google

Issued on May 2020