

Ts. KAMARULZAMAN BIN ABDULLAH

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A proactive, transformational leader, and visionary professional with a strong passion for overcoming challenges and introducing innovative solutions. A career spanning over 29 years of strategic leadership and comprehensive experience in leading digital initiatives and Information Technology, with expertise in enterprise-wide digital transformation, digital business, digital and IT operations, IT architecture, IT infrastructure, innovation projects across various divisions and government agencies under the Ministry of Entrepreneur Development and Cooperatives (KUSKOP or MECD).

Key Achievements

- **Revenue Growth & Market Leadership:**
Achieved RM202 Millions of Gross Merchandise Value (GMV) within a year. In 2021, developed ELSA (Enterprise Lifecycle Scoring Assessment), an innovation assessment tool for MSMEs which has since garnered national and international recognition. The tool received the IDC Future Enterprise Award under the “Future of Industry Ecosystem” category and was honoured with the ADFIAP Outstanding Development Project Award for its impactful contributions to technology development.
- **Successful Group-Wide Digital & Technology Transformation Strategy Implementation:**
Established Digital and IT Blueprint FY2019-2023 and Digital and Technology Blueprint FY2023-2025. Implemented a cohesive digital and technology transformation strategy that aligned multiple business units within the group, resulting in improved operational efficiency from CORE Banking implementation, enhanced customer experiences with high value program impact for MSME worth more than RM600 Million through ELSA program with NGENE 2.0, Best Exporter Program, HRD Corp and SME Recapitalization. Successfully migrated Data Center for Collocation Data Center major project with non-critical issues and a head of the schedule timeline with total cost savings of RM5 Millions (Infrastructure, Security, Manpower and Potential risk)
- **Digital Transformation:**
Driving the implementation of a cutting-edge digital platform, enhancing customer engagement and cost savings with completion of digital initiatives with total cost savings of more than RM1.5 million by developing in-house with total of more than 600-man days.
- **Stakeholder Engagement:**
Developed and maintained robust relationships with key stakeholders, including government entities and successfully completed e-Commerce deployment for Ministry of Entrepreneur Development and Cooperatives with total revenue of RM2.6 Millions less than 6 months.

Professional Experience

SME Bank | Executive Vice President - Head Digital (12 Nov 2018 – Current)

A forward-thinking IT and digital transformation leader with a proven track record in driving innovation and aligning technology strategies with business goals. Experienced in leading enterprise-wide digital initiatives across banking and subsidiaries, including the development and execution of comprehensive IT blueprints. Expert in implementing emerging technologies such as cloud solutions, big data analytics, and robotic process automation to enhance operational efficiency and decision-making. Skilled in project and infrastructure management, IT operations, and cybersecurity, with a strong foundation in IT procurement, vendor management, and service delivery. Adept at fostering a culture of digital literacy, collaboration, and continuous improvement to support organizational growth and resilience.

AI Rajhi Bank | Vice President – Technical Services (15 Dec 2005 - 11 Nov 2018)

A pioneer and seasoned IT professional with extensive experience in project management, infrastructure architecture, and enterprise IT operations. Skilled in managing network operations, cybersecurity, and telecommunication systems, while providing robust branch and desktop support services. Proven track record in leading service desk operations, coordinating disaster recovery and business continuity planning (BCP). Adept in IT procurement, vendor management, and overseeing IT facilities, assets, and administrative functions. Strong background in strategic IT planning and budgeting to drive organizational efficiency.

Key Achievements:

1. Cost Optimization & Budget Efficiency

Achieved cost savings of 10% to 50% across multiple IT and telecom initiatives, including:

- i. 45% savings on MPLS platform
- ii. 40% on DPLC restructuring and bulk SMS
- iii. 36% on leased line contract renegotiation
- iv. 50% savings on Remittance Center roll-out (Melaka & Klang)
- v. 31% (2010) and 35% (2014) savings from Managed Print Services
- vi. 41% CAPEX and 29% OPEX savings through IT infrastructure restructuring

2. Project Management & Delivery

- i. Delivered over 20+ Off-site Premise ATM (OPA) projects within tight timelines and budgets
- ii. Successfully executed complex telecom upgrades including:
 - Voice Trading System migration (Etrali to IPC)
 - Cisco CUCM upgrade, Avaya Contact Center, Mitel IP-PBX
 - Customer Call Center roll-outs using Avaya & Asterisk
- iii. Completed network transformation projects such as:
 - Metro-E architecture, Global MPLS with AI Rajhi (Saudi), and wireless P2P links
 - Setup of cross-border video conferencing (Saudi & Europe)

3. Innovation & Recognition

- i. Malaysia Book of Records: First online banking transactions at Mount Kinabalu using VPN and mobile satellite technology
- ii. Implemented IT Helpdesk, Desktop Management, and Asset Management systems ahead of schedule
- iii. Spearheaded the establishment of IT infrastructure for BCP Center, Wealth Management, and Sales Office ahead of timeline

Shell IT International Sdn. Bhd. | IT Consultant – Unix/Linux (Contract | May 2005 - Dec 2005)

IT infrastructure specialist with a strong background in Unix/Linux systems administration and global support operations. Provided project consultation and advanced Level 2/3 support for enterprise Unix (HP, AIX, Sun) and Linux environments across Asia Pacific, Europe, and the Americas. Managed over 500 systems globally, participating in high-availability support rotations (5x24 and on-call). Proven ability to enhance regional support processes, implement change management procedures, and resolve complex incidents. Skilled in developing documentation, streamlining workflows, and training new team members on technical and operational procedures.

ExxonMobil BSC Malaysia Sdn. Bhd | IT Analyst – Level 3 Support (June 2004 - May 2005)

Highly skilled IT infrastructure consultant with deep expertise in Unix and Midrange (AS400) systems, supporting global enterprise environments. Proven success in designing and delivering robust solutions for mission-critical systems, with 24/7 support for high business impact escalations across regions including Asia Pacific, Europe, and the Americas. Experienced in leading small-scale projects and work assignments, performing risk analysis, and implementing control mitigations for infrastructure design and existing systems. Adept in system performance tuning, capacity planning, and developing backup and recovery strategies. Trusted advisor for evaluating tools and providing technical guidance to operations teams, ensuring stability and resilience across Unix/Midrange platforms.

EDS IT Services Sdn. Bhd. | Team Lead – Midrange (Feb 2002 – May 2004)

Leading a team of technical support engineers, providing strategic guidance to Technical Delivery Managers, and overseeing system architecture, project implementation, and budget proposals for Midrange infrastructure. Specializes in providing 24/7 second- and third-level support for critical systems for all entities. Skilled in server builds, upgrades, troubleshooting, and conducting research and development to optimize system performance. A trusted consultant for clients, delivering tailored solutions for backup, storage, and LAN infrastructure needs. Expertise in creating and maintaining comprehensive technical documentation, while also managing vendor relationships to ensure cost-effective hardware and software solutions.

Key Achievements:

1. Successful completion of Midrange Transformation projects, which consists of Servers Consolidation project, SAN implementation project, Servers racking project, Tivoli central backup project and CA Unicenter project.
 2. Successful completion of High Risk Priority 1 Project – Major relocation of Treasury Production Systems from KL Headquarters to Data Centre at Bangi.
 3. Stage, configure and implement midrange servers for various projects.
 4. Enhance technical skills in being able to setup and implement central backup solution, hardware consolidation and SAN implementation.
 5. Improve operations processes by reducing upload time, up to 90% by introducing EMC InfoMover and improve batch window up to 50% by implementing central backup.
 6. Award: EDS\$ Dollar – A token of service excellent achievement.
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Bumiputra-Commerce Bank Berhad (Formally known as BBMB) (August 1996 – Jan 2002)

Leading a team of technical support and System Administrators while advising the Technical Support Manager on system architecture, operations, and project implementation. Expert in procuring, installing, and maintaining new Midrange servers, PCs, and peripherals. Provides 24/7 second- and third-level support for open systems servers and LAN infrastructure, ensuring high availability and system performance. Proficient in monitoring, evaluating, and reporting on system performance, recommending necessary changes to enhance efficiency. Experienced in creating, maintaining, and revising system administration procedures to ensure compliance with operational standards and documentation best practices.

Key Achievements:

1. Successful completion of many major projects such as Y2K project, data migration, systems upgrade, new server setup and relocation, new LAN setup and firewall implementation.
2. Successful completion of I-Banking System and appointed as infrastructure architect and successfully automate all processes using shell scripts
3. Enhance technical skills on hardware/software maintenance, setting up peripherals, server installation, and installation of third-party product on midrange servers, firewall configuration and LAN architecture.

Education | Certification

1. Bachelor of Information Technology – BIT (Hons.)
2. Certified ITIL 3.0
3. The Open Group Architecture Framework (TOGAF 9.0)
4. Project Management Professional (PMP)
5. Associate Qualification in Islamic Finance (AQIF)
6. Graduate Technologist
7. Professional Technologist in ICT (Ts.) - *Member of Malaysia Board of Technologist (MBOT)*
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Award | Recognition

1. Recorded in The Malaysia Book of Records – The First Online Banking Transactions at The Highest Altitude.
2. IDC Future Enterprise Awards – Future of Industry Ecosystems | Enterprise Lifecycle Scoring Assessment (ELSA)
3. Association of Development Financing Institutions in Asia and the Pacific (“ADFIAP”) Awards 2025

References

Available upon request