

Gee Chow Hong

SENIOR APPLICATION ANALYST

Highly skilled IT professional with over 20 years of experience in software engineering and business analysis. Proficient in JIRA, Git, Confluence and TFS Board. Extensive expertise in system design, project management, and Agile methodologies. Proven track record of delivering complex IT solutions across various industries, ensuring alignment with business objectives and stakeholder needs.

- Software Development | Business Analysis
 - Project Management | Agile Methodologies
 - Requirements Gathering | System Integration
 - User Acceptance Testing (UAT)
- System Design | High Level Flow
 - Database Management | Technical Documentation
 - Incident Management | Team Leadership
 - Client Communication | System Troubleshooting

CORE TECHNICAL SKILLS

- Programming and Database Skills:** Knowledgeable in C#, VB.net, ASP.net, MSSQL, MySQL, and Crystal Reports.
- Operating Systems:** Windows 95, Windows 98, Windows 2000, Windows XP, Windows 7, Windows 8, Windows 10, Windows Server 2003, Windows Server 2008, Windows NT Workstation, and Windows NT Server.

PROFILE & VALUE

Application Support and Troubleshooting	<ul style="list-style-type: none">Provide advanced support for complex application issues, including diagnosing, troubleshooting, and resolving problems to ensure smooth operation.
System Analysis and Design	<ul style="list-style-type: none">Conduct detailed analysis of existing applications and systems, gather requirements, and design enhancements or new solutions to meet business needs.
Implementation and Integration	<ul style="list-style-type: none">Oversee the implementation of application changes, including system upgrades and integrations with other platforms, ensuring minimal disruption to business processes.
User Training and Documentation	<ul style="list-style-type: none">Develop and deliver training programs for end-users, create comprehensive documentation, and provide ongoing support to ensure effective use of applications.
Performance Monitoring and Optimization	<ul style="list-style-type: none">Monitor application performance, identify areas for improvement, and optimize systems to enhance efficiency and user experience.
Stakeholder Collaboration	<ul style="list-style-type: none">Work closely with stakeholders, including business users, IT teams, and vendors, to ensure alignment on application requirements, project goals, and timelines.

WORK EXPERIENCE

IT Lead – CIMB Bank Project Team 2024(November) – 2025(April)

- Project Management:** Planned project milestone to make sure tasks aligned with the schedule which is allocated for the project time being.
- Estimate Resources:** Estimated manpower based on the timeline of the project and ensure project has sufficient resources in order to cope with the task allocation.
- Task Coordination:** Properly arranged junior engineer with senior engineer mix together to leverage challenges facing for development task which handle by the team on multiple different projects.
- Waterfall Methodology:** Going through step by step from initial phase until closure of project.
- Vendor Management:** Managed vendor with task assigned and problem resolution which engaged with us.
- Requirement Validation:** Need to understand the system requirement and ensure the requirements all are in place.
- User Acceptance Test:** Conducted UAT to ensure the system running smoothly.
- Onsite Support:** Station at end user environment to make sure project go live successfully.
- CAB (Change Advisory Board):** Attended CAB meeting to present the changes on the application based on the RFC (Request For Change) that we submitted.

Senior Business Analyst – Herbalife Nutrition Online Profile (Root/SSO Team) 2021(December) – 2024(May)

- User Requirements Management:** Conducted comprehensive user requirements gathering sessions, identifying risks, impacts, and dependencies. Translated user requirements into actionable business logic and user stories, defining descriptions, acceptance criteria, and timelines.
- Incident Management and Support:** Provided critical support for user login and profile creation on MyHL (myHerbalife.com) in production. Investigated and resolved login-related incidents for APAC and Europe regions, utilizing tools like Postman for efficient mapping and resolution.
- Change Management and Deployment:** Facilitated production performance tests and managed change requests for deploying code fixes into production. Coordinated approval processes with relevant stakeholders for change requests originating from various tasks.
- Agile Methodology and Project Involvement:** Actively participated in Agile methodology practices, contributing to daily internal meetings and triage calls for project status updates. Played a key role in gathering requirements and testing for Gauge Mobile App functionalities, ensuring adherence to project specifications.

Senior Business Analyst - Herbalife
Nutrition MDM (Master Data Management)
2020(June) – 2021(December)

- **Work Environment and Methodology:** Operated in a Scrum methodology environment. Collaborated effectively with cross-functional teams based in India, Mexico, and the US.
- **Project Management and Communication:** Managed projects including MDM and NCX (Nutrition Club Experience). Led requirements gathering for the NCX project's initial phase, ensuring alignment with stakeholder needs.
- **Requirement Analysis and Documentation:** Analyzed gathered requirements to bridge gaps between stakeholder needs and application functionalities. Prepared and submitted functional specifications, meticulously documenting project requirements.

Software Engineer - IFCA MSC Berhad
2018(August) – 2020(June)

- **Financial System Management:** Managed modules such as accounts receivable, accounts payable, other receivables, and purchase orders within the financial system.
- **Customization and Enhancement:** Customized programs to address issues such as form modifications and UI layout changes using C#.NET and JavaScript within the application framework.
- **Utilization of Microsoft Products:** Utilized Microsoft products extensively for operational tasks and customized SSRS (SQL Server Reporting Services) reports to resolve issues in relevant modules.
- **Source Code Development:** Developed source code for Product Budget Control using C#, stored procedures, and views.
- **SSRS Reports Bug Fixing:** Conducted bug fixes on SSRS reports like General Ledger and Month End Closing to ensure accurate financial figures.
- **Consultant Collaboration:** Collaborated closely with consultants to clarify requirements and gain deeper insights into business flow logic.
- **Code Validation and Modification:** Validated and modified code based on business flow to correct and enhance system functionality.

Senior Development Engineer - FCS Computer System
2016(June) – 2018(July)

- **Development and Bug Solving:** Implemented bug fixes for the e-Concierge system using C#.NET. Developed a Multi-Tenant System focusing on CRUD operations for collecting Hotel Information.
- **MVC Development:** Utilized MVC architecture to create a Multi-Tenant System in Visual Studio 2015.
- **Cloud-Based System Development:** Engineered new modules for the c-Connect and c-Engineering systems, enabling cloud-based functionality with C#.NET (ASP.NET).
- **User Requirement Enhancement:** Enhanced modules to meet updated user requirements, including UI and code modifications, and ensured QA verification.
- **Reporting Development:** Utilized Crystal Reports to generate e-Concierge reports based on hotel information such as Golf and Restaurant reservations.
- **System Testing:** Conducted comprehensive system testing on reporting outputs and system workflows.
- **Testing Methodologies:** Implemented White Box and Black Box testing methodologies to ensure thorough testing before submission to QA.

Business Analyst - Trisilco-IT
2011(September) – 2016(June)

- **New Initiatives:** Gathered requirements for the system, focusing on integration with Malaysia's PIDM (Deposit Insurance Corporation) system. Prototyped the system based on gathered requirements and user needs.
- **Efficient Team Building:** Managed team members to customize programs for database importing, customer details, and customer accounts. Provided leadership and guidance for development tasks.
- **High-Quality System Delivery:** Conducted thorough system testing using C# and ASP.Net for the PDLs (likely refers to a specific banking process). Optimized database performance through stored procedure development.
- **Championed user experience and future improvements:** Documented the system effectively, including functional specifications, system design, and system flow. Created a user manual following successful System Integration Testing (SIT) and User Acceptance Testing (UAT). Identified and managed enhancement features based on evolving user requirements.
- **Agile Development Methodology:** Actively participated in the agile development process for efficient project management.

Business Analyst - Mayflower Sdn Bhd
2007(May) – 2011(August)

- **System Support:** Successfully implemented and supported end-user systems including tour bus ticketing, car rental, and financial systems.
- **Requirement Analysis:** Conducted thorough user requirement gathering and analysis to identify system needs.
- **System Design:** Developed comprehensive functional specifications and system prototypes to guide development.
- **Business Analysis:** Utilized strong analytical skills to assess business requirements and translate them into system solutions.
- **System Optimization:** Analyzed system flow to ensure optimal performance and adherence to requirements.
- **Problem Resolution:** Identified and resolved system issues through testing and debugging.
- **System Development:** Developed a financial system for monthly closing processes, contributing to efficient operations.
- **System Testing:** Implemented rigorous testing procedures to ensure system quality and reliability before launch.
- **System Launch:** Successfully launched systems for end-user use, delivering effective solutions.
- **System Design:** Created detailed flowcharts, use case diagrams, functional specifications, and pseudocode for development.
- **Web Development:** Demonstrated HTML proficiency for web-based system development.

System Engineer/Business Analyst - Online One Software Sdn Bhd
2001(June) – 2007(April)

- **Requirements Analysis:** Effectively gathered high-level business logic and transformed it into detailed technical specifications for development.
- **Database Design:** Leveraged SQL expertise to ensure data integrity and accuracy within the database.
- **ERP Development:** Contributed to ERP application maintenance using Visual Basic 6.0 and FoxPro.
- **System Testing:** Conducted thorough testing to verify system compliance with business requirements.

- **Customer Support:** Provided on-site software installation, network setup, and application testing for clients.
- **Troubleshooting:** Resolved software application issues to optimize system performance.
- **Problem Solving:** Participated in brainstorming sessions to analyze and address project challenges.
- **Documentation:** Developed and submitted project documentation under the project plan.
- **System Integration Testing:** Executed SIT to ensure seamless system integration.
- **User Acceptance Testing:** Conducted UAT to validate system performance in the user environment.
- **Networking:** Configured networks using Windows 95, 98, NT, and 2000 operating systems and deployed software applications across workstations.

EDUCATION

- Diploma in Computer Studies, Informatics College (PJ), 1996 – 1997
- Higher Diploma in Software Engineering, Asia Pacific Institute of Information Technology (APIIT-Malaysia), 1997 – 1999
- Bachelor of Science (Hons) in Computing, Staffordshire University UK, 1999 - 2001

PROJECT HANDLED

Mayflower - Car Rental System

Client: Celcom

Duration: 3 years

Team Size: 3 persons

Tools: Windows, C#, .Net, Microsoft Word, Microsoft Excel, Microsoft PowerPoint

Trisilco-IT - PIDM Deposit Liability System

Client: CIMB Bank, Scotia Bank, and AM Bank

Duration: 7 years

Team Size: 5 persons

Tools: C#, .Net, MSSQL Server

IFCA - Contract 365 - CRM

Client: Menta, BGMC, and MCT

Duration: 1 year 7 months

Team Size: 3 persons

Tools: C#, .Net, MSSQL, SSRS, JIRA

Herbalife Nutrition - MyHL

Client: Member Services from the whole world

Duration: 2 years 6 months

Team Size: 9 persons

Tools: Confluence Page, CMR (Change Request), TFS Board (User Story, Task, and Bugs)