



Mr. Wan Harris Zaky HJ. IBRAHIM

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PROFESSIONAL PROFILE

Experienced Information Technology management professional with superior record of steady career progression over 15-years in Systems Analysis, Team Leadership, Program Testing, Problem Resolution, mirrors underlying commitment to deliver robust, customer-responsive services and projects in deadline- and task-driven environments. Commonsense approach and “big-picture” vision are hallmarks of a consensus-driven leadership style that encourages problem ownership and empowers staff to brainstorm solutions. Possess exemplary skills in written and verbal communications, time management, organization, and departmental operations. Respected for troubleshooting acuity and capacity to think “outside the square” for more effective outcomes. Reputation for ability to interact easily with co-workers and subordinates of diverse backgrounds, cultures, and professional and technical levels. Able to build and foster proficient workplace environment, through application of proactive management techniques in world-class organizations. Independent work habits, intuitive business sense, and an instant grasp of new technologies underpin dedication to steer streamlined operations within a cost-effective and productive IT function.

Click one of the below items for more information on my recent projects:

- ✓ [Microsoft Sharepoint site examples customise for Broadcasters](#)
- ✓ [Enterprise 2.0 Forum site](#)

EDUCATION

1. Queensland University of Technology Feb 2010 – TO DATE
Brisbane, Australia
 - Currently taking Master of Information Technology (IT43)
 - Current GPA – 5.875

<u>Units</u>	<u>Title</u>	<u>Grade</u>
INN346	Enterprise 2.0	High Distinction (7)
INN540	User Experience	High Distinction (7)
INN101	Impact of IT	High Distinction (7)
INN221	Technology Management	High Distinction (7)
INN347	Web 2.0 applications	High Distinction (7)
INN500	PRINCE 2 Project Management	Distinction (6)
KCP402	New Media Studies	Credit (5)

Results: Overview

Units with released results are shown below.
Note: Unit results automatically credited from previous courses will not be shown here. Please refer to your Academic History or view previous course results for details.
 Click on the **Email Academic History** button below to request a copy of your unofficial record. Official copies of your academic record may be requested from a [Student Centre](#).

Your Course GPA is 5.875 calculated on 08-Dec-2010.

Year	Study Period	Unit	Title	Mark	Grade	Grade Description	Credit Points
2010	Semester 2	INN346	Enterprise 2.0	91	7	High Distinction	12
2010	Semester 2	INN500	PRINCE2 (R) Project Management	76	6	Distinction	12
2010	Semester 2	INN540	User Experience	90	7	High Distinction	12
2010	Semester 2	KCP402	New Media Studies		5	Credit	12
2010	Semester 1	INN101	Impact of IT	90	7	High Distinction	12
2010	Semester 1	INN221	Technology Management	89	7	High Distinction	12
2010	Semester 1	INN345	Mobile Devices	0	1	Low Fail	12
2010	Semester 1	INN347	Web 2.0 Applications	95	7	High Distinction	12

2. Coventry University 1998 – 1999
 Coventry, United Kingdom
 - Passed in B.Sc Computer Science

3. INTI College 1996 – 1997
 Subang Jaya, Malaysia
 - Passed HND in Computer Science

4. Sunway College 1993 – 1995
 Kuala Lumpur, Malaysia
 - Passed I.E.L.T.S, obtained Band 7.0 June 1995
 - Passed G.C.E ‘A’ Level, obtained 3 ‘A’ Level July 1995

Subjects taken:

Computing (Grade D)
 Maths Syllabus C (Grade E)
 Physics (Grade E)

5. Sultan Omar Ali Saifuddin College (S.O.A.S.C) 1989 – 1993
 B.S.B, Brunei Darussalam
 - Passed B.J.C.E, obtained Aggregate 12 1991 – 1992

Subjects taken:

Geography (Distinction A1)
 History (Distinction A2)
 Maths (Credit 3)
 Integrated Science (Credit 3)
 English (Credit 3)
 Malay (Credit 3)

Ugama (Credit 4)
Art (Credit 5)

- Passed G.C.E. 'O' Level, obtained Grade 1

1993 – 1994

Subjects taken:

Maths Syllabus D (Distinction 2)
Chemistry (Distinction 2)
Geography (Credit 3)
Additional Maths (Credit 3)
Biology (Credit 3)
Physics (Credit 6)
Malay (Credit 4)
English 1119 (Credit 8)

6. Nusa Laila Puteri School

1980 – 1988

Gadong, B.S.B, Brunei Darussalam

- Passed Primary Certificate Education (P.C.E)

AREAS OF EXPERTISE

- SAN/NAS Technical Support
- TCP/IP Networking and configuration
- PC and server Hardware installation and configuration
- Strategic Planning
- System Disaster Recovery
- Hardware Test Production
- Remote Access Fault Diagnosis
- Troubleshooting/Problem Solving
- Remote Network Management
- Remote Access Fault Diagnosis
- Systems Administration
- PRINCE2 project management
- Database Administration
- Systems Analysis, Integration, Lifecycle
- Client-Server Technology
- MS-Exchange Servers
- UNIX Implementations
- Leitch/Harris Encoda Systems
- Windows/Mac OS Systems
- Microsoft Sharepoint
- MS-Office/Project/Frontpage
- Newtek Video Toaster
- Krone Cabling & Master Installer
- Dayang Technology
- ArcInfo / ArcView GIS
- SSADM CASE Tool
- Parallel Virtual Machine
- MHP Icareus Authoring Tools
- Lightwave 3D
- Microsoft Operations Manager
- Joomla/Wordpress
- MS-Visio/SmartDraw
- Adobe Products
- Macromedia Products
- MS-Visual Basic
- AP ENPS
- File Maker Pro
- Information Storage Management
- Change Management
- Team Supervision/Training
- IT Proposal Development
- Productivity Improvements
- Data Extraction
- Wide Area and Local Area Networks
- Cisco Configurations
- E-Mail and Internet
- Cost Reduction through Technology
- Telecommunications Integration
- Operations and Process Reengineering
- Training and Support
- Linux/Apache
- MySQL / PHP
- Oracle Database

QUALIFICATION HIGHLIGHTS

- Act as liaison between governmental points of contact and government agency representatives to facilitate effective task management.
 - Create and implement test plans and procedures to troubleshoot and repair interoperability issues, successfully resolving program and application compatibility problems.
 - Manage and direct team activities related to development and presentation of reports and briefings, as well as review of analytical data and technical documentation.
 - Test and certify software, systems, and equipment to ensure compliance with and adherence to governmental, organizational, and contractual specifications.
 - Possess extensive command of database administration, spreadsheet, programming, and communications software applications.
 - Manage and direct activities of subordinate personnel, creating cross-functional, multi-disciplinary teams, through application of knowledge sharing activities.
 - Maintain, and remain knowledgeable of latest technological advancements, as well as develop and integrate quality control processes, continually meeting government agency objectives and resulting in highest levels of client satisfaction.
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EMPLOYMENT EXPERIENCE

E-Government National Centre, BSB, Brunei Darussalam
Senior System Analyst

Feb 2010 – To Date

- Hired and contracted all outside consultants for installation of E-Government projects. Negotiated, engaged, and hired all engineers, technicians, programmers and project managers. Created and maintained all spreadsheets for statistical information on engagements, purchase order, invoicing, and personnel.
- Worked closely and effectively with department leaders and managers to gain approval and signature for all new engagements/extensions of E-Government projects. Composed and drafted vendor services master agreements/contracts. Maintained all consultant records and followed progress of the consultants through to completion of project.
- Developed strong rapport with consultants and utilizing conflict management skills. Efficient management skills resulted in projects being completed within designated timeframe and increasing profitability to the government through not incurring any additional expenses due to productivity delays.
- Orchestrated and arranged on-line and inter-office education for entire implementation team for Resource Wizard - multi-function informational database.

Analyzed, implemented, and converted all information into the database for end-user and field office, thereby allowing easy paper transition.

Radio Television Brunei, Brunei Darussalam

Aug 2000 – Feb 2010

IT Engineer

- Doing preventive maintenance check on every PC/Workstation/Server as per scheduled and recorded in to the Help Desk Management System. Troubleshoot hardware/software issues posed by end-users in line with SLAs. Additionally offer remote support via Internet, directly accessing the online system for faults and instigating action plans for problem resolution or escalation.
- Presided over systems administration, database administration, maintenance and technical support for:
 - ✓ IT Network Infrastructure,
 - ✓ Windows, Exchange, Firewall, Antivirus, Database, Sharepoint, Active Directory, DNS, ISA and Web Servers
 - ✓ News Computer System (ENPS),
 - ✓ SCALA InfoChannel (Digital Signage)
 - ✓ Non-Linear Editing Machines (Apple Final Cut pro, Video Toaster, Leitch NewsFlash and Dayang XEdit).
 - ✓ ForeTV Scheduling System
 - ✓ Office automation system
- Ensuring adequate attention to data backup and recovery as well as having a systematic approach to data and document management designed to achieve continuous performance improvement as a key part of business continuity and contingency planning.
- Conducting IT training to end-user whom requires familiarization or guidance with the new usage of IT hardware equipments as well as softwares.
- Provided and catered IT Support in participating and handling in-house project events as well as world-class events.
- As a member of Interactive digital committee taskforce, heavily involved in implementing of Digital TV migration for nationwide.

Alif GIS DHY, Brunei Darussalam

Apr 2000 – July 2000

System Engineer

- Installed, maintained and supported Geographical Information System (GIS) for the Government of Survey Department by using ArcInfo/ArcView software application that was produced by Environmental Support Research Institute, USA (ESRI).

- Producing GIS data based on workflows for mapping, editing, analyzing, and documenting from user's requirements and workflows.

Brunei Permanent Mission to U.N, New York

Nov 99 – Feb 2000

Freelance Consultant

- Assist voluntarily in setting up IT network infrastructure. Repaired, serviced, and replaced parts, boards, and equipment for computers. Performed troubleshooting of personal computers and peripheral equipment, identifying problems and providing solutions.
- Installed and gave technical training/demonstrations on working with Microsoft Windows and maintaining the government financial application system using MS-Access.

Mega Trade Marketing, Brunei Darussalam

Aug 99 – Oct 99

Salesman Cum Technician

- Actively involved in all business operations; managed day-to-day activities of up to service/support employees. Directed administration, sales, customer service and technical support functions. Proven performance record in business development and expansion that resulted in increased productivity and sales revenue.
- Chief negotiator for all proposals, ensuring best price and service available; presiding over from initial contract negotiation to final implementation, and on-going operations. Hands-on involvement in marketing, advertising, promotions, public relations and customer support. Successfully negotiated long-term contracts with government agencies, colleges, accounting firms, and major corporations.
- Oversaw initial system analysis, assessing needs and resolving any issues related to various application design and development; provided design and implementation of LANS/WANs, Fileservers and Workstations; developed end-user training and documentation of system; and customer support and service. Well-versed in the design of networking systems. Supplied back-up and documentation of computer and security systems.
- Trained end-users, master their knowledge of the system, and secure their proficiency in its applications and techniques in record time. Provided clients company-wide training, as needed and requested on systems service and support. Utilized both formal classroom settings and one-on-one personal instruction. Designed and developed training curriculum and materials used in training clients in use of networking systems.
- Personally handled on-site analysis, inspection, and implementation of proposed solutions for numerous companies. Cultivated and maintained professional relationships with key personnel.

- Maintained excellent customer service on special requirements and service issues, accommodating customer's special needs requests and needs. Monitored service quality; involved in daily contact with customers to troubleshoot and resolve problems. Successfully resolved questions and concerns.

Focus Computer School (Informatics), Brunei Darussalam
IT Lecturer

Aug 98 – Sep 98

- Doing part-time job in conducting interactive training for professionals and students in using Microsoft Office products such as MS-Word, MS-Excel, MS-Powerpoint and MS-Access, as IT Trainer.
- Identified student needs and provided extra assistance, resources and time to ensure all participants understood course concepts and were able to meet rigorous organizational standards by giving real task assignments.

Baiduri Bank Berhad, Brunei Darussalam
Analyst and Programmer (IT Officer)

Apr 98 – Sep 98

- Did a Y2K compliance project by monitoring servers onsite for 12-hours during Year 2000 rollover. Conducted pre-rollover maintenance, and observed world transitions allowing minor “tweaking.” Y2K rollover proceeded without issue.
- Handled ATM network machines and global banking system’s upgrade called ‘Globus’ from Temenos, UK while its relational database is using Universe. Reflection terminal is used to access from terminals.
- Assumed 24-hour on-call responsibility for key projects during implementation phase. Managed, supported, and maintained network systems; providing both on-site and telephone support. Maintained and updated security systems as necessary.
- Provided backup procedures to ensure hardware/software utilization at maximum capacity and to minimize loss of production time to users.

Standard Chartered Bank, Brunei Darussalam
Serviceline Analyst

Oct 97 – Apr 98

- Maintained the daily activities of the service line function in order to get computer software and hardware problems of users investigated and resolved. This was done by:
 - ✓ Receiving telephone calls from remote branches users having problems using computer software and hardware or inquiring how to use specific software and log these problems into help desk manager.

- ✓ Calling external vendor support to request service regarding defective products and maintaining the proper resolving of problems
 - ✓ Ensuring quick and effective actions are taken to all it problems reported by users
 - ✓ Preparing monthly problem statistical reports
 - ✓ Reporting to immediate superior for all matters relating to the day to day operation of service line
 - ✓ Liaising with the business evaluate the nature of problems and to keep them informed of resolution progress
 - ✓ Liaising with service line functions within other SCB territories or vendors
- Achieved and maintained the ISO 9001 standard in IT Service Management System by abiding its standard of work scope procedure. Worked closely with internal and external auditors as well as reporting to my supervisor, colleagues, branch managers and vendors to maintain SCB's ISO achievement recognition on annually basis.

Apple Centre (AV Electronics)
IT Wizardry

Oct 95 – Apr 96

- Extensive experience in and knowledge of Apple Mac devices; trained Mac users and supported in all aspects of system analysis, design, setup, troubleshooting, maintenance and repair, and upgrade.
- Worked closely with end-users to analyze current software/hardware requirements, and presented programs/hardware to satisfy that need; provided technical support and end-user documentation.
- Used diplomacy and tact in all situations to ensure customer satisfaction, promote good will and ensure repeat/referral business.
- Qualified to provide support and service on data and voice networking architectures, PC/LAN/WAN technology, and database applications.

University Brunei Darussalam, Brunei Darussalam
Freelance Consultant

July 95 – Sep 95

- Worked voluntarily on the Multimedia Project under the Supervision of Head of Computer Service Centre department, for the opening ceremony of the new campus by His Majesty Sultan of Brunei, Chancellor of University of Brunei Darussalam (UBD).

TECHNOLOGY SUMMARY

Vast exposure over many years to all major operating systems, commercial and custom-built applications. Expert knowledge of systems, infrastructure, applications, and hardware—across small and large corporate environments.

PROFESSIONAL DEVELOPMENT

PRINCE2 Accreditation

Anticipated Nov 2010

Certified KRONE • Six Sigma

QUT East West Recognition Award 2010

INTERESTS AND ACTIVITIES

My main hobbies are taking pictures, surfing the Internet, computer games, reading computer magazines. Listening to a variety of music including instrumental, pop, soul, jazz, classic and slow rock. I follow the football (soccer) with great enthusiasm. I enjoy going to the gym and sport in the form of badminton, bowling, swimming, cycling and jogging. I also enjoy travelling.

Hobbies:

1. Photography: Appointed Vice President, School Photography Society, SOAS College, BSB, Brunei Darussalam.
 2. Computer: Appointed Vice Secretary, INTI Micro Computer Club (IMCC), INTI College, Malaysia.
 3. Clubs: International Student Society, Outdoor Pursuit Club and Hostel Committee Society, Malaysia.
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REFERENCES

Mr. Hj. Mohd. Zamree Hj. Junaidi
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Bandar Seri Begawan, BS8610
Brunei Darussalam.

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Administrative Officer Special Grade
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SPG 21-69-18, Jalan Perindustrian Beribi,
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PERSONAL STATEMENT

For as long as I can remember, computers and other electrical devices have fascinated me. Whenever I encounter such an item, I seek to understand every aspect of its operation and immediately begin adapting it to my own specifications. My interest in this field extends far beyond the requirements of my coursework; I have also worked on my own project during my spare time. To complement my studies and outside projects with intensive engineering experience, I have undertaken work at a broadcasting company, Radio Television Brunei (RTB) as an IT Engineer. During my project, I got to experiment on a variety of broadcasting equipments which is very expensive and rarely been seen.

In pursuing a master degree in Information Technology program, I seek to advance my knowledge of IT systems and perfect my personal skills in order to serve my country. I have established the strong academic foundation necessary for success, excelling in computer technology. Through my intensive previous schoolwork, hands-on work experience, and prolonged personal interest, I have demonstrated my considerable commitment to broadcast engineering for more than 10 years now. I want to use any suitable technology to its fullest. What products and processes can I improve with my know-how? In the long run, I hope that one day, RTB will be the nation's choice, people's choice with variety of interactive programs contents with respect to digital era.

Since I started schooling in 1993, my parents have insisted that I have a part-time job. Over the past 15 years, I have held several jobs from technician up to an engineer at several companies and government sectors. From these experiences I have learned many practical job skills, to work with a wide range of personalities, and to take on job responsibilities. The opportunities to work with computers and electronics have helped to shape my future goals and interests.

All that work really made me hungry and got me interested in computers. I hope to develop skills that will lead to a career in this field. Queensland University of Technology (QUT), Australia offers me the chance to build these skills through practical, hands-on experiences. In addition, academic course work will provide me with the knowledge foundation that I will need to be successful.

Where will I be five years from now? That really depends on what day you ask me. Maybe I will be designing high-speed computer networks. Perhaps I'll be working on new broadcasting applications. Or maybe I'll be pioneering a new field as yet unheard of. Whatever I end up doing, my master education at QUT will put me on the path to success.