TRAINER PROFILE

Name : Ian Goh Suan Hooi
Nationality : Malaysian
Academic Qualification:
- Master of Engineering (Electronic), Curtin University, Western Australia.
- Bachelor of Enginnering (Information and Electronic), Curtin University, Western Australia.

BACKGROUND:
Freelance Professional Trainer, Local Training Company

PROFESSIONAL QUALIFICATION :
- IT Information Library (ITIL- Fundamentals).
- TM Forum – Frameworx (eTOM)
- Certified IT Architect (CITA-A)
- PSMP- Train the Trainer

WORKING EXPERIENCE:
Head of IT Strategy and Architecture, Digi Telecommunications Sdn. Bhd. (2011- Current)
Ian currently heads the IT Strategy and Architecture department within Digi. His main responsibility is to guide the team in the formulation of the companies long term IT Strategy, blueprints and roadmaps in line with corporate and group strategy. The role requires Ian to continually communicate with stakeholders from different areas of the business as well as lead a team of senior and junior IT Strategist and Architects in formulating a cohesive plan and direction for the companies IT. The role also requires him to be involved in IT Capex and Opex planning.
He has also been deeply involved in many of the IT Transformation initiatives including developing new IT operating models, the introduction of IT Service Management processes and new software implementation methodologies such as agile into the company.

Head of IT Development, UOB Malaysia Sdn Bhd (2007-2011)
At UOB, Ian lead a team of 40 people who were responsible for the development and maintenance of a series of Banking applications. These include Retail Banking, CRM, Data Warehouse, Branch Delivery, Trade Finance and Telephony. His role included program managing ongoing initiatives and guiding and mentoring resources. During his tenure, Ian has lead the team to deliver several successful projects including an entire technology revamp of the call center and implementing CRM capabilities throughout the branch network.

Program Manager, DHL Malaysia (2005-2006)
Managed a team of Project Managers who was responsible for rolling out infrastructure projects throughout the DHL group of companies in Asia Pacific. Projects included the Asia Pacific wide rollout of Microsoft exchange and Symantec Antivirus, as well as the development of Metropolitan Area Network for the organisation.

Senior Consultant IBM Malaysia Sdn Bhd.(2001-2005)
As senior consultant in IBM, Ian was responsible in helping clients develop their IT Strategies especially in Call Center and Sales Force Automation primarily in financial services.

IT Specilist, IBM Malaysia Sdn Bhd. (1995-2000)
Was responsible for enabling business partners on the Corepoint range of Call Center Solutions within the ASEAN region: Organising and conducting training sessions for business partners, conducting presentations and demos to customers on Call Center Solutions. Also involved in presale support to business partners and developing full end to end customised product demonstrations.