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D.O.B.: 8th November 1973

Summary: Self-motivated, ambitious, committed 1st Class Honours B.Sc. Management Information Systems degree holder who believes in continuous learning, with professional experience in systems engineering, keen on troubleshooting and mastering software quality assurance.

Experience: Novatel Wireless(UK)

May 2006 – Present

Software Systems Engineer

- Approval authority for software releases to the Europe, Middle East and Africa(EMEA) region. Software releases include driver installers, driver files, 3rd party vendor dashboards, Mobilink and Mobilink Lite.
- Lead systems engineer for Mobilink Lite, proprietary connection manager application for autoinstall USB HSDPA wireless 3G datacard modems and embedded modules. Ensured quality control from QA release to commercial launch through detailed verification procedure.
- Primary support contact for all software issues and technical support for system engineers, project managers and technical account managers overseeing operator technical acceptance, OEMs and 3rd party dashboard developers for minor SDK support.
- Software project leader for providing seamless technical software support to EMEA primary customer(Telefonica of Spain) – led the launch of XU870, MC950D and MC990D. Provided on-site support to Telefonica headquarters in Madrid in troubleshooting driver defects which were blocking issues in acquiring unconditional T.A..
- Analyse and design test cases for inter-operability software testing on computer systems – including firmware, connectivity interfaces(PCMCIA and Expresscard), analysing USB protocol stack, testing on clean systems, support for legacy products, testing on dirty systems with legacy drivers installed, and anticipating end user scenarios.
- Single handedly built and cloned/ghosted 30+ test laptops(Windows and Mac) customised according to European regional settings and language requirements (English, French, Italian, German, Spanish). Maintaining regular Microsoft hotfixes and Apple software updates through partition or disk cloning/imaging using GParted, Norton Ghost and Apple's Disk Utility.
- Lead support technician for all Apple Mac OS X software and kernel extension issues within EMEA. Mac OS X is also my choice of personal computing platform.
- Inter-operability testing of wireless wide area network(WWAN) mobile wireless devices that support HSDPA, UMTS, EDGE and GPRS in mobile phone networks. Involved in the process of analysis and debugging defects Windows or Mac OS X system or driver crashes, troubleshoot driver issues related to virtual smartcard readers, serial ports(status & diagnostic), virtual network adapters(NDIS), USB composite device and host controllers. Understand and resolve driver and Windows resource conflicts, BSODs, install and uninstall issues from Windows Installer through research and reverse engineering.
- Maintained ownership of detected defects from launch to resolution. Launching, monitoring, resolving tickets through log analysis, error handling issues and successful communication with virtual software development teams in the USA using Mercury Quality Center and TeamTrack ticketing system, Microsoft Sharepoint and the company's internal intranet portal.
- Testing pre-release operating system software updates for Windows and Mac downloaded from MSDN and ADC membership websites to test the operability of current and alpha devices.
- Customising internal software tool(Zeeper) using a configurable XML datasheet.
- Customisation of Mobilink Lite, appending APN, logo and other customised QoS settings.
- Creation and population of an internal knowledge base of how-to documents for capturing troubleshooting methods, training documentation and maintaining document control.

- Supported developer teams in USA and assisted in debugging issues through remote access sessions using TeamViewer and RealVNC. Established this as company policy.
- Partially assisting developers in compiling source codes into an executable installer for customised Mobilink and checking into Visual SourceSafe and Perforce source control repository.
- Interviewing and evaluating the skillset of new recruits into the test team. Recruited and trained new testers to a high degree of detailed observation, detailed analysis, scrutiny and root cause analysis. Trained technical account managers in the autoinstall logic of USB devices.
- Research and evaluation of laptop market trends and the evolution of technical standards, ensuring pool of test laptops are updated according to market demand and availability.

Microsoft Corporation

August 2005 – April 2006

MSN adCenter Universal Support Agent

- Worked as a contractor to form part of the pioneering team in the beta development phase of MSN adCenter tool to implement initial pilot programs in France, Singapore and USA.
- Ongoing delivery and continuous growth of customer support solution within global targets developed on the best practices for quality computing services environment – rapid response times, nominal call waiting, low abandoned call rate, high first call resolution, competent technical expertise and first rate professionalism.
- Achieved global technical facilitation with virtual engineering teams to support product development and enhancement using Microsoft CSS Phoenix ticketing platform, user authentication, account activation, ticket escalation, global system outages, bug reporting, security loopholes, testing, latency issues, develop feature requests.
- Troubleshoot email and phone customer support tickets to resolve technical issues relating to creating compelling search engine ads and landing pages, keyword performance advice, keyword approval & appeal, ad performance and guidance, ad relevancy, conversion rates, increasing click through rate(CTR) and impressions, customer account/product activation difficulties, disputed points, creation and management of ad campaigns, billing accounts.
- Successfully educated, coached and provided training to users of the adCenter tool, including the specialised use of analytical keyword research technology behind MSN adCenter to optimise user market behavioural targeting advantage sourced from registration data captured through Microsoft Passport services(MSN Messenger, Hotmail, etc.). Keyword research data is acquired from logfile analysis recording search terms from a Passport user - capturing advanced user profile information like age, gender, geographical location(through IP reverse lookup), lifestyle.
- Wrote, designed, produced and published online support articles, training manuals, coherent fortnightly meeting agenda and reports for team reference, adherence and propagation.
- Determined expectation and requirements of business users through phone & email interviews and analysis to provide feedback, delivered to the strategic planning and technical engineering teams to ensure continuous enhancement and improvement of the adCenter tool.
- Coherently document, troubleshoot and resolve critical support issues in the accurate implementation and service delivery of customer requirements within SLA terms.
- Accomplished enhancing adCenter self serve customer experience by ensuring successful delivery of ads and keywords on MSN Search and that they fulfil technical expectations.
- Attained intricate knowledge on building customer relationships, search engine optimisation, campaign creation, adCenter knowledge.
- Participated in the delivery of time sensitive finance operational procedures to the EMEA region that reduced operational costs by £20,000 per month.

Education: BSc. Management Information Systems with 1st Class Honours(UK) – top 2 in class of 48.

Certificate in Applied languages in Beginner's French(UK)

Sunway Advanced Diploma in Business Administration(Malaysia) – highest marks in examination.

ABE Diploma in Business Administration(UK)

Sijil Pelajaran Malaysia(equivalent to GCE O-levels)

Skills: Fluent in English, Malay, Cantonese, Indonesian, Hokkien and 16 years clean driving licence.

Interests: Surfing first, skydiving and snowboarding if affordable, travelling, cooking and playing guitar.

References: Mr. Matt Rutherford, MSN Operations Manager, Microsoft Corporation. Tel : +441189095270
Mr. Matt Brown, Engineering Director, Novatel Wireless. Tel : +441256405629