Raymond Ng Wing Chung

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Profile

20+ years of IT Management experience on NGO, Banking, US/UK/Global sourcing corporation, and technology industries, with demonstrated track record to provide leadership and direction in IT strategic planning, turn-key solution, enterprise system architecture, stakeholder engagement, close monitoring on budget and ROI measurement, maintain high quality on project/departmental deliverables, tactics on IT change management, big data analytics, and accelerate for digital transformation. Drive for continuous improvement among service satisfaction, end-to-end technical and infrastructure operations, IT governance and demand planning.

IT Operation Management

- IT Service, Strategy, Policy and Governance
- IT Operation and Security Management
- IT Financial Planning & Resource Allocation
- People Coaching & Team Leadership
- IT Outsourcing
- Open Tendering / RFP / RFQ

IT Project Management

- Stakeholder Engagement
- Project Management Waterfall / PMP / SSADM / PRINCE2 / Agile
- Six-Sigma Black Belt
- Project Quality Management
- Vendor Management
- Service Delivery Management

Technologically Proficient

- Enterprise Architecture, TOGAF
- Internet Of Things (IoT)
- System Analysis, Application Design and Integration
- Data Management and Modeling
- Business Intelligence, Data Analytics
- Infrastructure, Server Management
- Delivery Assurance

💼 Professional Experience

IT – Senior Manager
Nov 2013 – Present

Hong Kong Construction Industry Council

Key Responsibilities

- Drive technological direction from a leadership role to define IT vision and mission, formulate IT strategy and governance policy, digital transformation, enterprise architecture framework, cyber security measurement, IT budgeting & ROI, resource allocation, manage business-critical information systems/applications/projects, monitoring departmental/service KPI measurement to meet short, medium and long term operation objectives.

- Act as an enabler/business partner to analyse the business requirements to determine new innovative technology fits into the operation processes. Define the digital strategy, change management and manage technology roadmaps to govern in the areas of data management, Cloud computing, DevOps, RPA, AI, Business Automation, IoT/ICT, Low-code/No-code platform and other digital technologies.

- Conducting values possibilities and discovery exercises with a transformation agenda / journey. Aim to improve operation efficiency and cost optimization by planning and managing application development / infrastructure improvements which ensure the overall technology direction and strategy from the big picture are closely intact.

Key Achievements

- Revitalize to develop strategic IT planning and aligning that with the overall operation strategic plan and replenish IT policies, procedures and practices among 4 areas: application development framework, Infrastructure/Network Management, Cyber Security Control and IT Support Desk, that leads toward more efficient and effective operations, improved planning investment control.

  - Introduced continuous improvement SMART model to align with ITSM measurable factors as a quarterly action planning to ensure the team heads and senior team members are motivated in a dynamic working environment.

  - Enhance current project management methodologies on IT governance, change/release management strategy to strengthen the project delivery model increase 40% with individual productivity 38% rise on project basis.

  - Established an internal infrastructure service review workgroup to manage contingency planning, designing emergency operations and disaster recovery policy that can be carried out by the entire organisation.

  - Restructuring IT Support Model for an outsourcing engagement to meet the new KPI measurement, reduced 12.3% of operation cost compare to last 3 years in average.

  - Manage the IT and Cyber Security Committee that effectively communicates IT project deliverables and on-going security matters to all management and business stakeholders.

Key Achievements

- Devising and establishing CIC Enterprise Architecture Framework to formulate future 5 years IT Digitalization Roadmap for digital transformation

    - Initial a cohesive platform to manage 450,000+ construction workers personal and qualification information in Hong Kong and interface with construction site levy collection and sub-contractor registration in one single protocol, reduce 35% in registration /qualification verify lead-times.

    - Delivered 8 core application projects deployment and 5 mission-critical legacy systems revamp within target timeline and planned overall project budget, total valued at HKD$23M+.

    - To support CIC new initiative - HONG KONG INSTITUTE OF CONSTRUCTION – 4 legacy systems revamp into one-single platform and coordinate between 6 different departments to streamline current practice to support more than 100,000+ students per year (Full-Time / Part-Time) with 1M+ alumni information management and 35% of internal staffs throughout the operations.

    - Deployed Stakeholder Relationship Information System (SRMS) to manage individuals and companies who has engaged with CIC. 3M+ confidential profile information are managing in this centralized platform to enhance data security, integrity, accuracy and availability to serve as CIC CRM platform.

    - Provide process standardization, digital transformation and perform business process re-engineering for Trade Test Centre and proposed a front-to-back B-to-C platform revamp, included: Trade Test Online Apps, Apps Content Management Platform, Central Trade Test Management Core System and Back End Data Management for cross-systems verification that have increased operational efficiency to 18.5%+ per staff.

    - Identify 12 data dashboard models and online reporting engine to support analytical processing among 18 different data sources to achieve a comprehensive data mining strategies with 11 teams/departments on Microsoft PowerBI Cloud platform provide an online information dashboard for industry stakeholders.

- Delivered a new CIC Safety mobile apps platform based on blockchain technology in cloud-based infrastructure that supports 200,000+ industrial individuals. Work closely with the industry stakeholders for the project roadmap and operation streamlining to manage worker personal qualification as personal eAsset - a digital twin.

- Managing operation process standardization, overall architecture and vendor management to deliver Construction Industry "Anti-epidemic Fund" (AEF) for construction industry to serve 550,000+ workers and 50,000+ companies in less than 3 weeks .

- Deployed an one-stop-shop e-Recruitment platform to reduce 22% process time on hiring cycle by streamlining the paper based process integrates with internal HRMS throughout job vacancy openings, job advertisement posting, approval mechanism, e-Interview panel, e-Written test, human capital management, payroll integration, etc.

- Performance Management (KPIs and Metrics Management) – deliver program / project excellence through the TCO/ROI, tangible / intangible analysis by aligning the expectation of business and IT for the program/project. Develop, publish and implement performance management standards to gauge program/project execution and success.

Technologies Involvement

OOD / MVC / UML / Data Modeling / Smart Card Integration / System integration Framework / MS C#.NET platform 4.5 / Visual Studio / Microsoft Power Platform / PHP/ CSS / WCF / WFC / SQL / JQuery / JavaScript / SQLServer / MySQL / IIS / Apache / JSON / SSIS / SSRS / MS Active Directory / Cloud Computing / Apps Development / IaaS / PaaS / SaaS / MDM / System Security / Infrastructure / Data Protection

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Senior Manager - Operations & Business Process Re-engineering
Feb 2012 – Oct 2013

QUIKSILVER Asia Sourcing Limited

Key Responsibilities

- Supervised over 40 subordinates from 5 regional departments including Information Technology, Logistics, Operations, Compliance and Production Data Management across Hong Kong, Shanghai, Dongguan, Vietnam, Malaysia, India.

- Oversees department's annual budget, financial dispose and resource forecasting / allocation, KPIs and received strategic direction from Asia Managing Director to attain desirable operating capacity in achieving the company's mission.

- Provide data analytics and process measurement on overall Supply Chain process to ensure KPI are monitoring 3 main business brand units and meet the planned goals, such as Supplier Scorecard, Work-in-progress KPI Measurement Platform, Vendor management, B-to-B supply cost modeling, etc.

- Articulated company strategy in terms of the incorporation of organization assessment and development of structural project management methodology on regional business projects.

- Responsible for analyzing the technological needs of the company to deliver leading edge solutions that consistent meet complex business requirements, implementing strategies and procuring solutions to meet those needs.

- Ensure project completion by coordinating resources and timetables with functional departments and senior management team heads.

Key Achievements

- Deliver SAP R3 full package integration with structural project management methodology by applying gap analysis, SWOT analysis and qualitative / quantitative measurement to re-align business strategic prioritization on AS-IS vs TO-BE to ensure Asia-Pac project segment delivery within global budget planning.

- Boosted the capacity by 20% within 6 months by revamping departments and consolidating resources to create an enabling operating environment for globalization.

- Re-align the regional PLM process with standardized Global process mapping. Provide detail study on the product category with global team to streamlining the process for Product Design / Trim / Tech / Global Merchant / Regional Merchant.

- Successful established an online costing portal for QUIKSILVER Finish Goods and Fabric vendors to provide real-time costing quotation to reduce overall price quotation and final cost confirmation process

- Establish QAS PMO and communication protocol to increase information transparency and process visibility across functional departments. Collaborated with headquarter office, global cross function business units and customers for Quiksilver Global supply chain policy governance.

Technologies Involvement

SAP AFS Module / OOD / MVC / UML / Data Modeling / Visual Studio / MS C#.NET platform 4.5 / JQuery / JavaScript / SQL Server / IIS / Cognos

Project Manager – Core Banking System   **ICBCI International**
Apr 2011 – Dec 2011

Key Responsibilities

- Oversaw regional projects and received direction from Head of project management and Deputy of CEO. Responsible for project initiation, proposal, feasibility study, proof-of-concept, tender evaluation / verification / justification, business process evaluation, solution delivery, vendor management.

- Participated in the BTB (Build-the-Bank) Team with focus on new IT investments and partnered with the RTB (Run-the-Bank) Teams to ensure project delivery in a timely and professional manner. Analyzed the business impact of implementing change leading to the development of improvement plans.

- Worked with management of cross functional departments to define process based on company strategy and provided justification in terms of quantitative and qualitative considerations.

Key Achievements

- Established retention handling for IBD, ECM, DCM, OCD and HR departments. Identify document categories into 5 levels and corresponding handling procedures. Manage vendor to complete all client information within 2 months for all 7 years data scanning and indexing.

- Reduce 25% lead-time for General Requisition process lead time.

- Enhance 30% on Expense Claim Form (ECF) process so to improve overall efficiency.

- Establish Business Continuity Plan requirement from all departments across ICBCI and provide measurement on RPO and RTO. Form the BCP steering committee and emergency work group. Completed all necessary procedure documents within 3 months for management approval.

Technologies Involvement

OOD / MVC / UML / Data Modeling / Visual Studio / MS C#.NET platform 2.0 & 3.0 / SQL Server / IIS

IT Manager
Jan 2011 – Mar 2011

Key Responsibilities

- Led regional IT department and reported to CEO directly. Responsible for business analysis, system development, project management, IT operation functions, system training and support activities across Hong Kong, Taiwan, Singapore and New York.

- Engaged and built synergies between cross-functional departments to develop SLA and SOP protocol, process compliance / standardization document.

- Worked with top management team to define business KPI and provided quantitative and qualitative result from the system perspective.

- Responsible for system prototyping, analysis and design, data modeling, system delivery, and value-added analysis and vendor management.

- Applied project management methodology and effectively delivery business projects. Key focuses are scope refinement, time management, change management, communication planning, resource estimation and risk/impact analysis.

Key Achievements

- Completed rollout corporate studio management system that covered 500+ internal users.

- Setup regional Helpdesk and define internal service desk protocol for better user support and problem escalation process.

- Define hardware assessment routine and checking schedule across all studios and clubs to identify any potential problem pro-actively.

- Refine current IT Project Management process and timeline to meet management expectation and company strategy.

Technologies Involvement

OOD / MVC / UML / Visual Studio / ASPX.NET / C#.NET platform 2.0 / SQL Server / IIS

Application Implementation Manager
Aug 2005 – Dec 2010

Ann Taylor Far East Sourcing Limited
ANN TAYLOR

Key Responsibilities

- Supervised a Application Development and Training Team for business analysis, project management, system training and support activities.

- Responsible for Business Consulting and Process Review, and overall management of IT, ERP, supply chain and business projects.

- Appointed as IT / business project internal lead and applied project management knowledge for effective project delivery among areas of scheduling, communication planning, change management and training strategy, resource estimation & allocation, risk/ impact analysis, project budgeting, RACI role identification, ROI, IT solution evaluation, procurement and hardware inventory planning, proposal activities in compliance of quotation policy, reporting to regional management team across different regions.

- Built up mutual but trusted relationships with headquarter, offshore office and external parties, and aligned user expectation with the capability of applications.

- Hosted Far East Project Management Office (PMO) and provided the roadmap that links between communication, project resources and change and cost domains across departments matching specific objectives. Aligned user requirements to business needs and future expansion. Devised short-term and long-term action plans. Defined and reported KPIs.

- Monitored system performance and coordinated with project team in New York headquarter to ensure smooth service delivery in weekly basis. Monthly checkpoint with cross-functional teams on the "Area of concern" for identifying improvement area to streamline and revamp existing process.

- Provided IT policy and process compliance / standardization document aligning to corporate sourcing strategy.

Key Achievements

- Successfully deployed Global sourcing system to Far East regions for over 250 users and provided a project dashboard among regions based on defined KPI from Business and System perspective.

- Rollout on Global Microsoft SharePoint project implementation across Far East teams with detail requirement study with Far East project team.

- With the global sourcing system rollout, increase overall individual workforce efficiency up to 15%. Reduce effort of duplicate communication around 20% between New York and Far East users so to increase individual productivity time spend on other business activities.

- Lead development of all operational support programs and processes, which contributed to securing long-term business, optimizing levels of productivity and sustaining overall project success. Managed to complete Far East sourcing business process in documentation for re-engineering.

- Lead the BCP (Business Continuity Plan) team with business representatives to review action items along business operation periodically.

- Successfully rollout of AnnTaylor costing web portal with our major business partners so to reach 50% resource reduction on costing activities along the production life cycle.

- Lead Far East internal IT knowledge forum for IT technology sharing and brainstorming.

Technologies Involvement

UML / Data Modeling / Visual Studio / MS C#.NET platform 2.0 / SQL Server / IIS / VBA

Other Professional Experience

FDS (Asia) Limited	**Senior System Analyst**	**May 2004 – Aug 2005**
NEXT (Asia) Limited	**System Analyst**	**Feb 2002 – Apr 2004**
JP Morgan Chase Bank	**Analyst Programmer**	**Nov 2000 – Feb 2002**
AsiaContent (HK) Limited	**Analyst Programmer**	**Dec 1999 – Nov 2000**
Intergraph Hong Kong Limited	**Software Engineer**	**Apr 1998 – Dec 1999**

Education and Qualification

Master of Business Administration - Upper Iowa University	**May, 2007**
Bachelor of Business in Management Information System - University of Alberta	**Dec, 1997**
Bachelor of Art in Economics - University of Saskatchewan	**Aug, 1996**

Professional Training and Certification

Project Management
  IPS – Professional Project Management Training
  IT Project + Certification
  PMI – Project Management Principle Certificate

Quality Management
  Six Sigma Black Belt Quality Management Programme - HKU SPACE (2010)

Technical Skills
  Microsoft Windows Professional (MCP)
  Microsoft Windows System Administrator (MCSA)
  Microsoft Windows System Administrator (MCSA)
  Microsoft Windows System Engineer (MCSE)
  Microsoft Windows System Administrator (MCSA - Security)
  Microsoft Windows System Engineer (MCSE - Security)
  Microsoft Windows System Administrator (MCSA – Messaging)
  Microsoft Windows System Engineer (MCSE – Messaging)
  Microsoft SQL Database Server Administrator (MCDBA)
  Microsoft Certified Solution Developer (MCSD) - Visual Basic 6.0 Track / .Net platform / #C Track
  Oracle Certified Professional Database Administrator – 8i / 9i
  Oracle Certified Professional Internet Developer – Oracle Forms Developer 6/6i
  Sun Certified Programmer for the JAVA2 platform
  Citrix Certified Administrator (CCA) – Metaframe XP
  City University CISSP Certification

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Expected Salary: Negotiable

Notice Period: 3 months

References Available Upon Request