

JAY, TAY CHOO LING

CAREER PROFILE

- Solid exposure towards both vendor and user background in Financial Services
- Proven from end-to-end projects tracking (requirement gathering, testing till after- live support and training)
- Hybrid profile consists of both Business and IT
- 10+ years Business Analyst/Consultant experiences and user's operation-based background

SKILLS PROFILE

- Evaluate existing processes, anticipating requirements by uncovering areas for improvements by developing and implementing solutions
- Leading ongoing reviews of business processes and developing optimization strategies by ensuring solutions meet business needs and requirement
- Effectively communicating and connect with various stakeholders and cross-functional team members (business & IT team, clients and other vendor teams)
- Experienced in SDLC process design and develop detailed Functional Specifications (FS) and other documentations (user manuals, business flow, test scripts and other training materials)
- Conduct Quality Assurance process by developing Test Plan and execute test scenarios towards involvement into Vendor Integration Testing (VIT), System Integration Testing (SIT) together with delivery team
- Support business/end users in User Acceptance Testing (UAT), after live and provide training if required
- Overseeing administration & management of operation for SWIFT and RENTAS (MY domestic payment platform), MYR Settlement Operational Procedures and BNM AML/CFT Guidelines unit
- Review operational procedures and formulate risk controls and measures
- Formulate and manage work improvement and process re-engineering projects assigned by Head of Department
- Provide solutions and strategy to the operation team and front-line in handling queries
- Maintain rapport and loyalty through superior service and keeping customer complaints at a reasonable minimum
- Lead, coordinate and manage User Acceptance Testing for retail banking applications
- Support business/ operation users in operational readiness, pilot run, health check and project post implementation

PERSONAL PARTICULARS

Date of Birth: 27th October 1988
Nationality: Malaysian
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Current Location: Kuala Lumpur, Malaysia

ACADEMIC QUALIFICATIONS

Bachelor (Hons) in Business Computing (Management)
Asia Pacific Institute Information Technology/ Staffordshire University
2nd Upper Class
(2006 – 2010)

WORKING EXPERIENCE

UNITED OVERSEAS BANK (UOB) MALAYSIA

AVP, RETAIL OPERATIONAL READINESS CENTRE **2023 till DATE**

Part of effective implementation of Technology & Operation changes, reviewing requirements from End User perspective and ensuring effective implementation by incorporating efficient testing, training and documentation.

Accomplishments:

- Guide and leading a testing team for User Acceptance Testing execution for UOB Malaysia Retail Banking System (C360)
- Participate and support relevant stakeholders for system rollout including pilot run and health check
- Assist in production verification on Retail Operations function where applicable
- Understand UR, FS and translate into test scenarios to ensure test coverage
- Ensure proper documentation for each task/engagement

HONG LEONG BANK BERHAD

MANAGER, GLOBAL PAYMENT CENTRE **2021 till 2023**

Cultivate different dimensional of job scope and skillsets by overseeing the operational SWIFT and RENTAS team. Maintain work quality under fast-paced environment. Manage the unit by applying GROW method and complete task within timeframe.

Accomplishments:

- Extended career path from Business Analyst to User in Financial Services
- Coaching, leading and playing a role as team player for a unit of 7 team members
- Decision making and complete tasks under minimal supervision
- Perform user acceptance testing for projects (SWIFT Standard Release 2021 and ISO20022 – SWIFT & RENTAS)

SILVERLAKE SYMMETRIC PAYMENTS & INTEGRATION SDN BHD

BUSINESS SPECIALIST **2016 till 2021**

Provide proactive consulting for Enterprise Payment Platform (payment platform) as Business Analyst. Managing users by scrutinizing on the existing business process with new change requests and production issues.

Accomplishments:

- Business Specialist - High exposure towards detailed payment knowledge (SWIFT, RENTAS, BULK and IBG) for Financial Institution in Malaysia
- QA Analyst - Digital Investment Management application, MYTHEO
- Business Specialist - Perform process audit on Union Bank, Sri Lanka on existing payment workflow

INTEGRO TECHNOLOGIES

BUSINESS ANALYST

2016 till 2016

Leading phase 1 requirement gathering and testing for regional Corporate Loan Management System. Conduct meetings and walkthrough to sync-up understanding on proposed workflow.

Accomplishments:

- BA and QA leader - Regional Corporate Loans Management System (CLOS) project Phase 1 (Malaysia, Indonesia, Thailand, Singapore) for Financial Institution in Malaysia

CAPCO

CONSULTANT

2015 till 2015

Flexible working environment and tasks based on given assignments by residing at clients' site. Liaises with subject matter experts (SME) and counterparts for solutioning.

Accomplishments:

- Complete changed of working profile from vendor-based to consultancy-based
- BA of APAC region - Target Operating Model (TOM) of infrastructure to Allianz Insurance
- Consultant and UAT Test Manager - Digital banking payment project of HSBC Malaysia

SILVERLAKE SPRINTS SDN BHD

BUSINESS ANALYST

2010 till 2015

Assimilate and integrate the skills of being a core banking business analyst as a service provider for Financial Services. Full spread of processes such as requirement gathering, documentation, testing and support.

Accomplishments:

- Demand Deposit & FOREX BA – Perform system integration testing till after live support for OCBC (Malaysia)
- Interface product BA - requirement gathering stage for regional project of CIMB (Malaysia)
- Demand Deposit BA – Stage 2 enhancement support for OCBC (Singapore)
- Demand Deposit BA – Documenting for Union Bank (Sri Lanka) walkthrough
- General Ledger BA – End to end project participation by implementing waterfall methodology for Bank Muamalat (Malaysia) project
- General Ledger BA – Sole BA for General Ledger module of Bank of QingDao (China) project

CERTIFIED PROFESSIONAL TRAINING

- International Software Testing Qualification Board (ISTQB) – Foundation certified tester
- SWIFT ISO20022 Cross Border Payments and Reporting training (CBPR+)
- International Compliance Association (ICA) certified

PRODUCT KNOWLEDGE

- AS400 (RPGLE)
- Microsoft Office Suite (Word, Excel, Powerpoint, Visio)
- Payment related (SWIFT, MT, ISO20022, RENTAS)
- HPQC, Jira and Confluence experienced
- SWIFT Alliance Access (SAA)
- Basic SQL Script
- Teradata experienced
- Retail Ops/ Banking experienced

AVAILABILITY

3 months' notice period