Curriculum Vitae

Yee Mun Ng (Eva Mave Arulanandom)

Personal Details

Name:	Yee Mun Ng (Eva Mave Arulanandom)
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Residency:	Australian Permanent Resident
Languages:	English Malay Mandarin and Cantonese
Technical Skills:	● Programming Languages: Java, C, C++, C# .NET, VB .NET ● Software Design: Object-oriented design using UML (Unified Modeling Language) ● API's: Win32, .NET, J2SE ● Operating System: WinNT, Win95, Win98, Win2K, WinXP, Vista, Linux (Ubuntu & Suse) ● Database: SQL Server, MS-SQL, IBM DB2 ● Others: HTML, XML, WML, Adobe CS4 Suite (Photoshop, Fireworks, Flash), Microsoft Office (Word, Excel, Access, Powerpoint, Outlook, Project, Visio), Open Office (Write, Math, Calc, Base, Impress, Draw)
Other Key Skills:	● Excellent written and verbal communication skills acquired via study, customer service, project teamwork ● Consistent presentation of a professional image, both on the phone and in person ● Experience in project management and people coordination ● Can work independently from start to finish, conceptualise a project and visualise it to completion, but also can work in teams effectively – proven through educational thesis projects and commercial products delivery ● Ability of multitasking in a fast-paced environment, while maintaining an emphasis on quality ● Risk analysis – timeline, manpower, resources, winning factors ● Principle & policy analysis – business contract negotiation

Career Overview

I am an IT professional with 3 years' experience in software development and 4 years' experience in business development. I have worked in a postgraduate R&D environment, a corporate software provider, an Internet & communication technology (ICT) service provider and a document solution provider. I have a successful track record in delivering software project on time and meeting customer expectations. I have also a proven track record of developing new businesses, closing sales and motivating team members to consistently achieve targets. I am currently seeking for a new position in IT, telecommunication or technology related sector.

I am constantly working to improve my skills in software design, development and application process. I enjoy learning new tools and technologies. At the same time, I enjoy meeting new customers from different industrial backgrounds to understand their demands and expectations. My enthusiasm towards new technologies and market trends drive me to explore more market opportunities for comprehensive

software and networking solutions. I am physically fit and have very strong work ethic. I believe in contributing my best effort, knowledge and skills to the development and growth of your organisation.

Professional History

May 2008-May 2009 **Fuji Xerox Asia Pacific PTE LTD – Malaysia HQ Office**
Organisation URL: www.fujixerox.com
Position: **Sales Specialist**, Production System Business Group
Fuji Xerox is a joint venture between FUJI FILM Holdings Corporation in Japan and Xerox Limited in the United Kingdom. Since 1992, Fuji Xerox Asia Pacific Pte Ltd (993478-A) (Malaysia Operations) has its registered office in Malaysia and is wholly owned by Fuji Xerox Asia Pacific Pte Ltd (Singapore) and Fuji Xerox Co. Ltd., Japan (Fuji Xerox). Fuji Xerox has a vast and extensive range of document solutions to meet the needs of any business. This covers everything from standalone and network office systems, colour solutions, production printing and publishing systems to an extensive range of document-related software, document management consulting and document outsourcing services. Today, the name "FUJI XEROX" is a global brand synonymous with leadership in document services and technologies.

Key responsibilities:
- Led solution sales in Production Printing System (monochrome & colour solutions) bundled with related software and professional services
- Participated in customer presentations, identifications & qualifications of prospects, sales negotiations with key decision makers, developed and implemented solutions to meet customers' requirements
- Identified market opportunities and contributed valuable input to production marketing team to strategise market penetration techniques

Achievements:
- Comprehended and hands on in all products and services knowledge in 2-3 weeks time (1-2 weeks ahead of schedule)
- Successfully penetrated government ministry and agencies sector who used to be competitor's customer for years – Ministry of Women, Family and Community Development
- Successfully convinced key decision makers on winning factors for tender project worth of 1.2 million Ringgit – Ministry of Higher Education

May 2006-May 2008 **VADS BERHAD – Malaysia HQ Office**
Organisation URL: www.vads.com
Position: **Account Manager**, Manage Internet and Security Team
VADS was incorporated on 29 November 1990 and formed in 1991 as a joint venture between Telekom Malaysia Berhad (TM) and IBM Malaysia Sdn Bhd (IBM) to take advantage of the convergence of IT and Telecommunications Industry. The Company officially started operations the following year. Two other partners joined in the venture in 1993 and 1995, namely Permodalan Nasional Berhad (PNB) and The Employees Provident Fund (EPF) respectively. Its main activities are Managed Networks Services, Contact Centre Services (which has now evolved to Business Process Outsourcing) and Systems Integration Services. Today, VADS Berhad (VADS) is one of Malaysia's leading Managed ICT Services providers serving more than 500 medium to large businesses across various industries.

Key responsibilities:
- Maximised sales profitability and growth in assigned territory by effectively selling network products and related services include dedicated corporate leased lines, Internet bandwidth, security services and data-center hosting solution

- Managed accounts by maintaining close productive relationship with existing key accounts to ensure continual contracts and services renewal were made as well as proper sales support services were provided.
- Collaborated with both project management and operation team to resolve customer complaints
- Coordinated with business development and marketing groups to identify marketing plans and strategies for developing new market

Achievements:
- Completed Cisco Sales Expert v3 – CSE3 certified by Cisco Systems within the first week of training
- Successfully established business relationship with Western Digital as second Internet Service Provider (ISP) partner after VerizonBusiness
- Contributed part in Internet and security services in South Johor Investment Corp (SJIC) project. SJIC is a government-controlled agency set up to develop the Iskandar Development Region (IDR) in southern Malaysia – state of Johor. The initial investment in the development is expected to be more than three billion ringgit (US$86bn). The government intention is to attract more than 100 billion US dollars in investment in the IDR over 20 years.

May 2005-April 2006 **DMF Technology MSC SDN BHD – Malaysia HQ Office**
Organisation URL: www.dmf-technology.com
Position: **Sales Consultant**, Business Development Team
DMF Technology is a privately held company founded since year 2000 with the vision to empower people with innovative technology. Its solutions are built to improve modern executives' and managers' ability to drive their companies forward by making intelligent decisions, improve corporation's efficiency and competitiveness through automation of organisations' processes. DMF Technology Corporation has provided the "Best-In-Class" enterprise software solutions and services to customers, resellers and distribution channels across the entire region of Asia Pacific. Its main products include business intelligence (BI) solution, barcode solution, sales force automation system (MobileCom), enterprise resource planning (ERP) solution, human resource management system (HRMS), payroll system, time attendance management system (TAMS), balanced scorecard solution and Sagem MorphoAccess™. Today, the demand on DMF Technology's products has driven its business across multiple nations.

Key responsibilities:
- Coordinated between business development and software development team to effectively capture market share with DMF solutions
- Participated actively in all sales activities include customer presentation, identification & qualification of prospects, business solutions requirement capture & demo, sales negotiation with customer decision makers, project implementation timeline planning
- Prepared business proposal to outline key benefits on customer productivity, cost saving and workflow efficiency
- Managed business solutions contract with customer on term and condition for delivery, support and user licence

Achievements:
- Acquired excellent customer feedback on customer service, sales support and good follow up to ensure jobs get done
- Managed to secure at least one customer for each solution before development process started
- Initiated prioritised modules selling across business solutions instead of reused modules selling to gain extra customer appreciation

June 2003-April 2005 **Malaysia University of Science and Technology**

Organisation URL: www.must.edu.my
Position: Research & Development Officer
Malaysia University of Science and Technology (MUST) is a research-based university established with the assistance of the Massachusetts Institute of Technology (MIT), USA. MUST's primary mission is to augment the nation's capacity to produce a cadre of highly-skilled and knowledgeable professionals who are competent in conducting 'leading-edge' research in their fields of specializations. MUST aims to train highly skilled researchers and scientists for Malaysia in the areas of science, engineering and information technology especially biotechnology, energy, telecommunications, software applications, animation, and intelligent transportation systems. Today, MUST has successfully established multiple fields of research, publications, PHD programmes across science and technology sectors.

Key responsibilities:
- Conducted software framework research to ease intelligent integration and dissemination of healthcare information
- Participated in conferences, seminars and other activities of the research group
- Prepared technical white papers or publications in related field

Achievements:
- Delivered a Healthcare Framework prototype – designed with reusable object-oriented and design pattern concept, developed on .NET Framework.
- Contributed university publication on Healthcare Information Web Services project
- Provided technical advice and assistance on interactive web-based interface implementation for Intelligent Transportation & Road Safety project

Other Software Projects

- Developed and implemented T-Cube project at Viztel Solutions Berhad. T-Cube is a multi-protocol telephony gateway for various applications, including prepaid or post-paid IDD/STD call services, protocol conversions, cost routing and number translations. It handles hundreds of incoming calls simultaneously, automatically answering each call professionally and routing each call seamlessly through different international PABX channel. It monitors each call cost in real time and updates the balance of credit at the end of each call to a secure database. Through a web interface, users can login to their individual account to check their account balance, top up credit amount, view call history or perform any account related transactions.
- Developed and delivered an alarm monitoring system utilising a GSM modem for Chubb Malaysia Sdn Bhd. This system constantly monitors all incoming messages received through a connected GSM modem. Through this system, different kinds of alert messages can be prioritised, filtered and seamlessly routed to automatically trigger different levels of security actions. Depending on the level, zone, number, sequence of areas, time of day or other factors the monitoring system is automatically triggered to initiate various actions.
- Developed and delivered an educational loan managing system to Party Gerakan Rakyat Malaysia (PGRM). It is a database system which systematically stores all qualified candidates' loan criteria, loan record and repayment schemes. It can be used to keep track of each candidate's outstanding repayment amount according to each individual criteria, loan amount released, repayment duration, interest and other incentives. It can also categorise and tabulate summary for any duration for comparison and planning purpose. It can output various types of pre-formatted reports according to each departmental need.
- Healthcare Framework using Design Patterns is my individual postgraduate masters' project (Download URL: http://evang79.googlepages.com/evamasterproject). It was developed to demonstrate reusable design modules within framework can effectively shortern software development life cycle.
- Interactive Virtual World Experience is my individual bachelor degree project (Download URL: http://evang79.googlepages.com/evadegreeprojectpage). It was developed to demonstrate

various network protocol packet is suitable for different application purpose on a single server multiple clients environment.

Educational History

Year 2005 Master of Science in Information Technology, Malaysia University of Science and Technology

Year 2002 B.Sc. (Hons) in Computing (Specialisation Internet Technology), Staffordshire University, UK

Other Certifications / Achievements

Year 2006 Cisco Sales Expert v3 (CSE3)
Year 2002 Microsoft Certified System Engineer (MCSE)
Year 2001 Certified Windows NT Administrator (CWA)
Year 1996 Certificate of Credit in Australia Mathematic Competition
Group Champion in National Olympiad Chemistry Competition
Group Champion in National Secondary School Physics Competition
Individual Prize for Outstanding Performance in National Secondary School Physics Competition

Other Professional Development

Year 2008 Client Centered Selling Program by Fuji Xerox Corporation - Learning & Development (L&D) Division
Year 2007 The 7 Habits of Highly Effective People Training Program by Franklin Covey Organisation Services

Referees

1. Mr. Tan Kee Leong, Deputy General Manager, Fuji Xerox Asia Pacific Pte Ltd (Malaysia Operation), Production System Business Group (PSBG)
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2. Mr. Andrew Fam Kim Fah, Specialist Manager, Fuji Xerox Asia Pacific Pte Ltd (Malaysia Operation), Production System Business Group (PSBG)
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<<Written references available upon request>>