

G.VIJAY KHANNA

Nationality: Malaysia
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Email: vijay6174@gmail.com
Gender: Male
Age: 47
Marital Status: Married
Communication Skills: English, Bahasa Melayu and Tamil

PERSONAL PROFILE

The experience I have had, has given me qualities I believe that the successful candidate will need to succeed in these role i.e. excellent interpersonal skills, organizational and management skills, the ability to prioritize a varied workload, work effectively under pressure, a sense of humour, and resilience.

I would describe myself as confident, responsible, outgoing and inquisitive. I can get along with a wide range of people and I am skilled at establishing good relationships. I have boundless energy and enthusiasm to learn and to give to it. I am a self-starter who is able to work independently and have a high degree of integrity.

For the right opportunity, I'm willing to relocate globally

QUALIFICATION

Degree in Information System Engineering
Multimedia University, Sept 2000

Certificate in Electronics Engineering (Telecommunications)
Polytechnic Port Dickson, Jun 1997

STPM
S.M.K Tunku Besar (Tampin) Negeri Sembilan.
1991-1993

SPM
S.M.K Tunku Besar (Tampin) Negeri Sembilan.
1987-1991

EMPLOYMENT HISTORY

➤ IT TRAINER & MATHS HOME TUTORING	PART TIME	PRESENT
➤ PUNCAK TEKNOLOGI SDN BHD	IT MANAGER	APRIL 2010 – APRIL 2020
<ul style="list-style-type: none">• Oversee troubleshooting, and monitoring efficiency• Providing input into the improvement, design, development, documentation, and testing, of all monitoring tools.• Experience in designing, documenting and writing deliverable plans for building high performing operations.• Experience monitoring and responding to alerts for remote infrastructure and applications• Initiating and resolving incident management tickets• Assures that procedures are correctly followed to meet the distribution system's needs for highest technical quality and customer service.• Responsible for engaging support groups to aid in trouble diagnosis and repair• Experience managing and supervising resources• Ensure that all SLA / KPI reporting's and existence and maintenance of a clear and defined mechanisms are in place.• Enforce all policies applicable to the IT services, procedures and process with regards to ensuring the operation and maintenance is handled, efficiently without any incidences or repetition of incidences.• As a control owner, ensure accurate compliance based on on-going audit activities carried out by external		

and internal auditors quarterly.

- Manage Internal and External stakeholders / Partners and Vendors in the delivery of capabilities
- Continuously drive improvement processes, procedures and controls for Effective and Efficient operations, and ensure the teams to comply with standards, guidelines and best practices.
- To drive partners effectively and ensure Daily Health Check, Critical Service Testing's, and Preventive Actions are performed as per guideline to permanently fix and prevent faults in the systems from any service interruptions in a timely and efficient manner
- End to end governance accountability, oversee operations of Network Operations Centre & Customer Problem Management to ensure its stability, quality, effectiveness, efficiency and timely escalations for fault reporting / management reporting.
- Ensure critical incidents escalated are being attended promptly for quick service recovery and follow through any service issues with Root Cause Analysis until problem is permanently fixed
- Ensure end to end investigations, task forces, war rooms are established where required and ensure timely updates to the stakeholders/fixes to customers
- Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and Information Systems
- Control the computer systems budgets and expenditures
- Ensure technology is accessible and equipped with current hardware and software
- Train staff about potential uses of existing technology
- Train staff about new and potential use
- Provide individual training and support on request
- Provide recommendations about accessing information and support
- Maintain current and accurate inventory of technology hardware, software and resources
- Cost optimization for CAPEX and OPEX ambition
- Weekly analysis and escalate problems that should be solved on a larger scale such as configurations, specific area network quality and etc. which impacts a substantial number of subscribers which may have not captured by Fault Management

➤ **AMP CORPORATION(M) SDN BHD**

SENIOR SYSTEM ENGINEER

NOV 2007 - APRIL 2010

- Responsible for managing and executing IT Infrastructure development plans.
- Continuously finding means of utilizing technology to improve productivity and operational efficiencies/savings
- Manage IT department to deliver technical support services within the group to the required service level
- Team Lead as Project Leader and Team Leader within a Network and Systems management team.
- Problem investigation and resolution
- Provide 3rd level support.
- Develop and administer Group IT policies, procedures and systems
- Experience in managing IT Projects and delivering on-time , on-spec and on-budget
- Continuous trend analysis on any incidents and support issues with proactive response
- Manage systems changes through change request process and provide status reports to the relevant parties.
- Monitor and measure the performance and availability of the systems environment; implement corrective actions identified to improve performance and availability.
- Implement service continuity measures, i.e., backup/restore procedures and disaster recovery plan, to ensure continuous operation of the business.
- Provide system related technical support and advice to users or the application team.
- Manage storage area network and backup solution for production environment.
- When there is hardware issue, responsible to log case with vendor and coordinate the fix/change according to the incident, change and release management process.

➤ **MEGASTEEL SDN BHD**

SYSTEM ENGINEER / DBA

MAY 2001 - NOV 2007

- Focuses the activities associated with the analysis, acquisition, design, development, test, integration, operation, maintenance and modification of the system.
- Install Configure and Deploy Windows Operating Systems Server by providing technical advice and support and by helping organizations acquire and set up affordable, workable systems suited to current and projected needs.
- Handle on-going routine system maintenance.
- Troubleshoot and Analyze Operating System.
- Manage System and Data Backup.
- Implement System Security on OS.
- Work with vendor for problem troubleshooting and project implementation.
- Enrolls users, maintains system security, controls and monitors user access to databases.
- Backs up and restores operating system files and or databases, maintaining archived backup data on tape or other medium.

Responsibilities: Oracle DBA

Scope of work:

- Installing and upgrading the Oracle Database server and application tools.
- Allocating system storage and planning future storage requirements for the database system.
- Creating primary database storage structures (tablespaces) after application developers have designed an application.
- Creating primary objects (tables, views, and indexes) once application developers have designed and application.
- Modifying the database structure, as necessary, from information given by application developers.
- Enrolling users and maintaining system security.
- Ensuring compliance with Oracle license agreements.
- Controlling and monitoring user access to the database.
- Monitoring and optimizing the performance of the database.
- Planning for backup and recovery of database information.
- Maintaining archived data on tape.
- Backing up and restoring the database.
- Contacting Oracle for technical support.

PROJECT ACOMPLISHED

- **Install, Configure, Testing and Commissioning KLIA, SYSTEM HP-UX rx6600 SERVER UPGRADE**
 - Leading a project team in project management for HP-UX rx6600 series upgrade.
 - Staging, configuration, installation and setup for the HP-UX rx6600 series server.
 - Backup the DEC server and the Oracle 9i database in to the HP-UX rx6600 server.
 - To manage the HP-UX rx6600 Migration Project administration..

- **Install, Configure, Testing and Commissioning KLIA, NETWORK INFRASTRUCTURE UPGRADE**
 - Leading a project team in project management for CISCO series upgrade.
 - Staging, configuration, installation and setup for the CISCO series server.

- **DCA, KLIA Project in Relation To Low Cost Aircraft Terminal (LCAT)**
- **Extension of Multilateration Surveillance (MLAT) for Air Traffic Control (ATC) Support System at Phase 2 Expansion of Low Cost Carrier terminal (LCCT), KL International Airport**

- **Supply, Install, Configure, Testing and Commissioning KLIA Disaster Recovery Centre**

- **Supply, Install, Configure, Testing and Commissioning KLIA Hardware and Storage**

- **Install, Configure, Testing and Commissioning KLIA Antivirus, Antispam and Server**

SKILL & PROFESSIONAL

- PROFESSIONAL CERTIFICATE IN CYBERSECURITY – ETHICAL HACKING
- CERTIFIED SOC ANALYST
- GLOBAL TRAINING ON RHCSA – REDHAT 8
- AWS SOLUTIONS ARCHITECT ASSOCIATES
- TRAINING ON DOCKER CONTAINER
- TRAINING ON PYTHON3
- HP-UX NETWORK 1
- HP-UX NETWORK 2
- CISCO CERTIFIED – MULTI LAYER SWITCHING
- ORACLE SERVER ADMINISTRATION 10g
- WINTEL SERVER TROUBLESHOOTING & NETWORK
- RED HAT LINUX
- SAN SWITCH TROUBLESHOOTING
- TROUBLESHOOT CISCO 4506 Series
- TROUBLESHOOT EXTREME SLX 9240, SLX 9850, SLX 9030, Wing AP560
- VERITAS BACKUP ADMINISTRATION
- NETWORK BEHAVIOR ANALYSIS / NEXT GENERATION FIREWALL POC

TRAINING & COURSES ATTENDED

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| ➤ PROFESSIONAL CERTIFICATE IN CYBERSECURITY – ETHICAL HACKING | 2020 |
| ➤ GLOBAL TRAINING ON REDHAT 8 / PYTHON 3 | 2020 |
| ➤ BEST Simulator and Data Preparation training by MICRONAV, UK | 2017 |
| ➤ VTMS Maintenance Training by SIGNALIS, FRANCE | 2017 |
| ➤ Barco SIM 7Q Operational & Maintenance Training by ESTERLINE, BELGIUM | Dec 2014 |
| ➤ NOVA 9000 A-SMGCS configuration Refreshing Training by INDRA, NORWAY | Jun 2012 |
| ➤ Ricochet Course-II Advanced Training by RICOCHET AS | May 2012 |
| ➤ BEST Tower and Radar Training by MICRONAV, UK | 2011 |
| ➤ VSCS System Management & Configuration Refresher Training for ICS 200/60 by | Dec 2011 |

SCHMID, SWEDEN

- DPDS Technical Maintenance and Configuration Level Training by **NORTHROP GRUMMAN PAS** Jan 2011
- Seminar runway Safety- Managing Runway Incursion by **DCA KLIA** Jul 2010
- CATIS Operational and Maintenance Training by **TERMA AS** Jun 2010
- FDPS Operational and Maintenance Training by **ISO, GERMANY** May 2010
- DPDS Test and Simulation System by **NORTHROP GRUMMAN PARK AIR SYSTEMS** Apr 2010
- FDPS Test & Simulation System Training by **ISO** Aug 2009
- MLAT Operational and Technical Maintenance Training by **ERA System** Oct 2008
- Operational Training with Technical Introduction by **NORTHROP GRUMMAN PARK AIR SYSTEMS, NORWAY** Jun 2008
- FDPS Maintenance Training by **ISO** Apr 2008
- ASDE Maintenance of Cardion Radar Training by **J.A CASCARDI** Feb 2008
- AG-Radio Training by **ROHDE & SCHWARZ** Feb 2008
- DPDS Operator and Technical System Training by **PARK AIR SYSTEMS, NORWAY** Dec 2007
- Oracle 10G Database: Introduction To SQL by **MATECH** Aug 2007
- Technical Maintenance, Configuration and Adaptation Training by **PARK AIR SYSTEMS** Jun 2007
- Safety Management System Training by **DCA, KLIA** Jan 2007

SALARY

AVAILABILITY : IMMEDIATE

REFERENCE

NAME Mr Anthony Xavier
POSITION Aviation Consultant
MOBILE +60 13 354 5319

NAME Mr Suresh A/L V.B Menon
POSITION Department of Civil Aviation, Air Traffic Controller
MOBILE +60 13 368 1412