

RESUME

Personal Information



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Career Objective

To have continuous growth in a progressive organisation in areas within Project & Portfolio management domain. Having to adopt knowledge obtained from various type of industries hence allowing me to obtain a challenging position that leverages leadership, planning, communication, business execution & change. I would like to exploit my potential and sense of obligation to achieve the strategic goals for the benefit of the organisation.

Key Competencies

Project & Portfolio Management Programme Management Office (PMO)
Overall Scope, Budget, Cost, Quality Control Planning & Execution
Leadership Management Presentation and Communication skills

Employment duration	January 2020 – current
Organisation	Freelance
Business Unit/ Department	N/A
Position	Various roles
Nature of Business	Freelance
Location	Kuala Lumpur
Responsibilities	<ol style="list-style-type: none">1) Chinese restaurant menu planning, design & execution2) Tutoring 3 children ages 4 to 7 on Mathematics, Bahasa Malaysia & English & supporting them during MCO, CMCO period on e-Learning related matters. Homework related works are also being checked on daily basis.
Key Achievements to date	<ol style="list-style-type: none">1) Successfully launch new menu & products to market2) Childs improvements on languages & mathematics

Employment duration	June 2017 – December 2019
Organisation	Zurich Life Insurance Malaysia Berhad (ZLIMB)
Business Unit/ Department	Execution & Change/ Strategic Planning & Execution
Position	Senior Project & Portfolio Manager (Executive Manager)
Nature of Business	Insurance, Financial Services
Location	KL Eco City, Bangsar, Kuala Lumpur
Responsibilities	<ol style="list-style-type: none">1) Independently supervise and direct all assigned Strategic Projects & Overall Portfolio Management initiatives impacting both Group & Local in-country requirements including Overall

	<p>ZLIMB Project Cash Financials (Budget vs Spent), Overall Portfolio Project status updates & reporting to Local & Group via web Planview (tool used by Group for Project Portfolio updates).</p> <ol style="list-style-type: none"> 2) Manages Project Portfolio Governance including consolidating all projects spending, approvals needed to be presented at Portfolio Governance Committee (PGC), Product Steering Committee (PSC) and other Project Sponsor committee meetings. 3) Training & Mentoring the next generations of Project Managers. 4) Participated in FutureLab (FINCO) related activities mentoring students and future Financial Institution aspirant. 5) Provide Business leadership on system changes and lead/ drive change projects, plan & deliver changes in quality & timely manner 6) Responsible for the operational management of distinct mid-size local/ regional projects of a Program and ensures that the overall project objectives are clearly defined and met. These project from total cost perspective characterized as medium to high complexity, medium changes, communications elements and important business impact. 7) Understands and is able to apply different delivery approaches (Waterfall, Agile, Scrum, Zurich Lean) and performs independently following on project management processes from Project Initiation, Planning, Execution as well as to close a project in accordance to the Zurich Project Management Framework (ZPMF). Risk Policies, Systems Security & Governance
<p>Key Achievements to date</p>	<p>Project Portfolio Governance</p> <ol style="list-style-type: none"> 1) Performs monthly Financial Project Cash Financial Closing <ol style="list-style-type: none"> a. Project Cash / Budget allocation to projects needing approvals b. Successfully conducted or facilitated Project Cash Financial closing c. Successfully conducted and facilitated Project Management workshop/ clinic d. Manages & facilitates monthly Portfolio Governance Committee Meeting (PGC), Product Steering Committee (PSC) meetings for projects approvals <p>Project Achievements (based on Portfolio category)</p> <ol style="list-style-type: none"> 1) New Products Launches <ol style="list-style-type: none"> a. Favour8 Guaranteed Acceptance (F8GA) b. Five (5) Medical Products Enhancements (additional new rider etc) c. SureHealth (Innovative & Strategic related product) 2) Digital Journey (part of Ease of Doing Business (EODB) Program) – Digital Transformation

	<ul style="list-style-type: none"> a. iManage – an iOS app created to manage Agency Key Performance Index and Agents Balance Score Card (BSC) b. iZelect – Project Management support for the project c. Straight Through Processing (STP) process improvements for eUnderwriting systems (Operational Excellence) d. Gatekeeper & Document Scanning Solution e. Other Systems related operational enhancements – providing Project Management and/ or PMO role <p>3) Regulatory Projects by Bank Negara Malaysia (BNM)</p> <ul style="list-style-type: none"> a. Balance Score Card (BSC) – changes in Life & Family Takaful <p>4) Strategic/ Company-wide Initiatives Projects</p> <ul style="list-style-type: none"> a. Transactional Net Promoter Score (TNPS) b. Head Office Relocation Office – from Menara Zurich @ Jalan Dewan Bahasa (Kuala Lumpur) to KL Eco City (Bangsar) <ul style="list-style-type: none"> i. Appointed Change Champions to drive changes required for Life & Family Takaful Business Segments ii. Coordinate communications across business divisions/ segments c. Head Office – Business, IT Systems and Marketing Collaterals changes d. Centralised eProcurement Project – covering all segments (Life, General and Shared Services) <ul style="list-style-type: none"> i. Identify and document business related pain points ii. To understand all segments/ departments As-is process & to recommend the To-be process (as part of Business Process Improvements)
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Employment duration	March 2016 – March 2017 (1 year)
Organisation	Russ & Daryl Enterprise (Le Xiang Klang Bak Kut Teh)
Business Unit/ Department	Entrepreneur
Position	Partner
Nature of Business	Food & Beverages (F&B)
Location	Kota Damansara, Kuala Lumpur
Responsibilities	<ul style="list-style-type: none"> • Identify, develop and directing the implementation of new F&B business setup • Involved in planning & organising the organisation’s activities • Cultivating the company reputation in the market with customers & suppliers. • Liaising with relevant government departments and regulatory bodies and to ensure we meet the F&B required standards and proper licensing is in place.

	<ul style="list-style-type: none"> • Responsible in ensuring food cost and company finances are in control and proper systems are put in place • Responsible in ensuring right people is hired for the benefits of the organisation. • Responsible in keeping control of business expenditure, ensuring it is within agreed budget • Reviewing, refining and developing the strategy and direction of the company. • Assisted the company partner in marketing related activities.
Key Achievements to date	<ul style="list-style-type: none"> • New F&B outlet setup within 3 months of planning. • Achieve breakeven after 3 months of business operation.

Employment duration	September 2013 – February 2016
Organisation	Malayan Banking Bhd
Business Unit/ Department	Maybank Shared Services (Sept 2013 to December 2014) E-Channel - Cash, Global Product, Transaction Banking, Global Banking (January 2015 to February 2016)
Position	Assistance Vice President, Regional Project Manager
Nature of Business	Banking & Finance
Location	Menara Maybank, Kuala Lumpur
Responsibilities	<p>Overall Project Manager for Regional Cash Management Systems (Maybank2E) Implementation</p> <ul style="list-style-type: none"> • Manage a team of Business Analysts, Testers, Technical Managers, Communications, Process, Compliance and Regulatory (PCAR) team • Managing the constraints of time, cost, feasibility of change, and delivery of projects. • Managing diverse, multiple and sometimes conflicting interdependencies between IT Transformation Programme (ITTP) project teams • Managing the expectations of the various groups of stakeholders • Resolving and/or escalating project issues and risk management • Dealing with multiple stakeholders and teams to ensure business requirements are met providing the most beneficial total cost of ownership • Monitoring feedback from the indirect report groups of stakeholders • Coping with the scope of work and coordinating all the Cash Management System-related activities in a timely manner. Prompt actions are essential as slow decisions may negatively affect project delivery and cost • Fully comply with Governance, Regulatory and Compliance bodies (internal & external) • Develop new Standard Operating Procedures (SOPs) for new country roll out

	<ul style="list-style-type: none"> • Fully comply and ensure all Software Development Life Cycle requirements are met • Manage Business as Usual (including all Overseas Units (OU)) related support and ad hoc projects • Conduct weekly interlock sessions with all OUs i.e. Singapore, Philippines, Greater China (Shanghai, Beijing and Hong Kong), Malaysia, Indonesia, Cambodia, Vietnam
Key Achievements to date	<p>Successfully implemented RCMS system:</p> <ol style="list-style-type: none"> 1) In Jakarta (BII - Bank Internasional Indonesia) and in-country requirement for Singapore (Nov 2013) 2) In-country requirements for Malaysia (MY), Singapore (SG) and Indonesia (BII) (June 2014) 3) In-country regulatory requirements for MY, SG and BII (Oct 2014) 4) In-country regulatory requirements for MY and SG (Dec 2014) 5) New country roll out – Indochina (Cambodia) – Mar 2015 6) New Country roll out – Indochina (Vietnam) – Dec 2015

Employment duration	April 2012 – Aug 2013
Organisation	O'Connor's Engineering Sdn. Bhd. (Fully owned by WBL Corporation Limited)
Position	Business and IT Project Manager
Nature of Business	Systems Integrators within Telecommunications domain
Location	Petaling Jaya
Responsibilities	<p>a) Project Management:</p> <ol style="list-style-type: none"> 1) Focuses on managing projects relating to Banking and Finance industries 2) Also managing projects of other industry as and when required by the management 3) Responsible for analyzing user requirements, defining user specifications and impacts on existing systems 4) Undertake Contract Management activities from the award of the project until Project Closure/Handover to clients 5) Proactively identify changes in work scope and ensure appropriate planning measures are taken with internal and external stakeholders to reassess and amend the scope of work requirements, budget and timeline. 6) Manage the financial aspects of the project - budgeting with respect to advising relevant parties on billing milestones, invoicing, issuance of Purchase Orders to principals, suppliers, contractors where applicable.

	<p>7) Analyze risk, establish contingency plans and identify trigger events and responsibilities for initiating mitigating action.</p> <p>b) <u>Business growth:</u></p> <p>1) Commercial management</p> <p>2) Coordinates and provides leadership for new system development and implementation, and current system enhancements and improvements; reviews, evaluates, and develops proposals for new hardware/software and/or upgrades, as appropriate.</p> <p>3) Plans and coordinates the analysis, design, programming, timely implementation, and testing of applications projects.</p> <p>c) <u>Innovate:</u></p> <p>1) Continuous improvement in area of technology and making sure value-added services are adhered to</p> <p>2) Develops and administers budgets and plans for technology development and deployment</p> <p>3) Oversees and/or participates in the design, development, implementation, and evaluation of end user services and integrated information initiatives for the organization.</p> <p>d) <u>Manage:</u></p> <p>1) Develops and manages annual budgets for the organization and performs periodic cost and productivity analyses.</p> <p>2) Updates knowledge regularly with respect to relevant state-of-the-art technology, equipment, and/or systems.</p>
Key Achievements to date	<p>1) CIMB Unified Communications project</p> <p>2) Hong Leong Bank – Call Track System Upgrade</p> <p>3) Hong Leong Bank – Call Centre Upgrade</p> <p>4) UOB Bank – Case Management System Implementation</p> <p>5) OCBC Bank – Call Centre Upgrade</p> <p>6) Gutor Electronics – New IP Telephony System Implementation</p> <p>7) Christian Hansen – New IP Telephony System Implementation</p>

Employment duration	January 2011 – March 2012
Organisation	eGenting Holdings Sdn Bhd. (A subsidiary of Genting Singapore PLC)
Position	Business Development Manager
Nature of Business	Genting Shared Services (servicing overall Genting Group)
Location	Wisma Genting, Kuala Lumpur
Responsibilities	<p>Account Management servicing Genting Malaysia Group</p> <ul style="list-style-type: none"> • Business Management: <ul style="list-style-type: none"> ○ Manage relationships with customers ○ Key contact point for customers and remain contactable at all times ○ Coordinate with various eGenting teams to facilitate customers' requests ○ Identify business issues and opportunities ○ Recommend technology to the business ○ Prepare project proposals

	<ul style="list-style-type: none"> ○ Attend meetings with customers to provide updates and presentations ○ Coordinate and work with various units within eGenting to gather technical information for subsequent proposals and update ● Communications Management: <ul style="list-style-type: none"> ○ Contribute actively in discussions with customers to add value through the sharing of ideas and best practices ○ Prepare for meetings by understanding the operations and technical issues and working with respective individuals in eGenting for resolution and response and communicate to customers in concise manner ○ Document meeting minutes and reports ● Problem and Change Management: <ul style="list-style-type: none"> ○ Anticipate and identify problems and manage resolution process, keeping customer update at regular intervals ○ Liaise with customers to proactively prevent problems from occurring ○ Manage high impact problems and provide assistance and advise to the business on prioritizing change requests
Key Achievements to date	Successfully completed all KPIs set forth by eGenting managements in managing Genting Malaysia (GenM) Group of Companies

Employment duration	January 2007 – December 2010
Organisation	eGenting Sdn Bhd (A member of Genting Group)
Position	IT Project & Application Support Manager
Nature of Business	Genting Shared Services (servicing overall Genting Group)
Location	Genting Highlands Resort, Pahang
Responsibilities	<p>Project Management, PMO Office, Oversees and manages Application Support Team</p> <ul style="list-style-type: none"> ● Leading, supervising and manage software development, reports customizations, hardware and project teams in all aspects to derive maximum advantage from IS & IT availability. ● Manage implementation, maintain and support front office and back office applications, information systems, infrastructure and operational environment to achieve optimal outcomes ● Ensure IS & IT is well planned, procured, installed, commissioned, accepted, implemented, maintained and supported on a 24/7 ● Assist in development of business plans & business cases for proposed IT operations and infrastructure upgrades ● Responsible in managing external service providers and vendors/ outsources business partners <p>Project Management</p>

	<ul style="list-style-type: none"> • Manages the Application project, or group of projects, across all phases of the project life cycle. • Is responsible for analyzing user requirements, defining user specifications and impacts on existing systems • Undertake Contract Management activities from the award of the project until Project Closure/Handover to clients • Proactively identify changes in work scope and ensure appropriate planning measures are taken with internal and external stakeholders to reassess and amend the scope of work requirements, budget and timeline. • Manage the financial aspects of the project - budgeting with respect to advising relevant parties on billing milestones, invoicing, issuance of Purchase Orders to principals, suppliers, contractors where applicable. • Analyze risk, establish contingency plans and identify trigger events and responsibilities for initiating mitigating action. • Is responsible for Quality Assurance and quality management.
Key Achievements to date	<p>Projects Achievements</p> <ol style="list-style-type: none"> 1) Micros 9700 System Upgrade Project 2) F & B Outlets POS Terminal Upgrade Project Implementation 3) Be A Star Karaoke New Project Implementation 4) Genting Rewards Gallery – New System Implementation 5) Implementation/ Coordination of New Interfaces development <ol style="list-style-type: none"> a) F & B Self Service Kiosk b) Holiday Card for GHR c) Prepaid Card Implementation for GHR d) Interface Integration for Micros 9700 (SAP/ GhPMS/ EM/ DRS/ Dinning/ Siebel/ eVoucher/ FBCCS/ SSCT) 6) Reports Customization Project coordination with Users (Finance/ FBCC/ Hotel Planning/ IT Planning/ Operation Managers) and Vendor 7) Table Management Systems New Implementation 8) F & B Self Service Kiosk New Implementation 9) Project Manager for POS Section in terms of Government Rounding Mechanism configuration until complete roll out to production 10) Project Manager for POS Section in terms of the exclusion of Services Charges and Government Taxes – coordination with various sections till completion of the exercise 11) The implementation of Handheld Devices at Outlets 12) Manages new outlets opening and other ad hoc projects <ol style="list-style-type: none"> a) Gems of the World b) Moon Cake Counters/ Christmas Counters/ CNY Counters/ Counter Tellers Counters c) Attend to construction meetings to propose new infrastructure architecture change and business processes improvements. 13) Utility Billing System – New System Implementation

	14) Utility Billing System – New Tariff Rates Change Configuration 15) Implementation of Point Redemption System for all Genting Bus Counters 16) Implementation of FTP to SFTP in all related applications 17) Hainan Express – new outlet opening 18) Fleet Management System – New Systems Implementation 19) eSurvey Automation System – New Systems Implementation 20) Library Management System – New Systems Implementation 21) HPBO/ HPUX – Migration Project to new platforms
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Employment duration	April 2006 – December 2006
Organisation	Dynasty Hotel Kuala Lumpur
Position	Enterprise Development Project (EDP) Manager
Nature of Business	Hospitality
Location	Kuala Lumpur
Responsibilities	Manages EDP Department <ul style="list-style-type: none"> • Manages all IT related projects – systems upgrade, new systems implementation • Provide end-user support of all hardware and software for all hotels within the group and development of necessary end-user training • To maintain and improve support of existing and implementation of new systems (i.e. Hardware and Software) including hotel system development • Negotiate vendor pricing and resources available and liaise with Purchasing Department • Preparation of Annual Hotel EDP Budget
Key Achievements to date	Successfully completed all Projects & Tasks as assigned by Group Financial Officer

Employment duration	September 2003 – March 2006
Organisation	Hotel Maluri Kuala Lumpur
Position	IT Manager
Nature of Business	Hospitality
Location	Kuala Lumpur
Responsibilities	Manages Systems Development Department, Oversee Security and Maintenance Department, Manages e-Marketing and Online Payment System <ul style="list-style-type: none"> • Manages all IT related projects – systems upgrade, new systems implementation • Performs installation/ configurations/ upgrades/ troubleshooting on various Windows OS. • Implement, assists and support IT-related project implementation • Provide end-user support with regards to hardware/ software/ IT peripherals related issues.

	<ul style="list-style-type: none"> Responsible for LAN/ WLAN/ WAN infrastructure maintenance and security including structure cabling, CCTV/ DVR and IP/ PABX hybrid telecommunication solutions. Network asset management including pre-audit checks on network and server equipment and software. Set-up, implements, support and maintain e-mail system, servers, and in-house application software. IT Audit - Quality and Accuracy System Check and Control (POS, Front Office, Accounting System, Payroll, Time Management System) Involves in Web Designing and layout designs in hotel brochures/ vouchers. Involves in Hotel Strategic Planning activities and Hotel Marketing Strategies
Key Achievements to date	Successfully completed all Projects & Tasks as assigned by Group Financial Officer

Education

No.	Education	Qualification	Year	Location
1.	Secondary	SPM	1995 - 1999	Sek. Men. Keb. Subang Jaya
2.	Tertiary	Diploma in Computing & Information Technology	2000 - 2003	Staffordshire University, Asia Pacific Institute of Information Technology (APIIT)
3.		Higher Diploma in Software Engineering		
4.		Bachelor of Science (B. Sc.) Hons. in Computing majoring in Internet Technology		

Professional Certifications & Award Certification of Attendance

No.	Descriptions	Qualification	Year
1.	Microsoft	Microsoft Certified Professional (MCP) 1) Microsoft SQL Server 2000 2) Designing & Implementing Desktop Applications using Microsoft Visual Basic 6.0 3) Certified Visual Basic Developer 4) Programming a Microsoft SQL Server 2000 Database	2002
2.	Project Management	Module 1: Fast Track to Project Management Body of Knowledge (PMBOK)	16 Dec – 18 Dec 2008
3.	Institute (PMI)	Module 2: Preparing you for PMP Exam	12 Jan – 14 Jan 2009
4.		Module 3: PMP Exam Revision	16 Feb – 17 Feb 2009

Others & Non Skills

- Multi-lingual ability – competent in spoken and written English and Malay language. Conversant in English, Malay, and Cantonese Dialects
- Computer Skills
 - Spreadsheets, Word Processing, Power point Presentations, Microsoft Project, Microsoft Visio

Professional References

No.	Name	Position	Relationship	Contact No.
1.	Ms. Tan Chye Ting	Product Portfolio Lead, Senior Project Manager	Colleague	+6012 677 6110
2.	Ms. Norzaila	Head, Delivery & Operations, Global Banking, Maybank	Colleague	+6012 626 5365