Ts. Rizwan Nordin (MBA)

Shah Alam, Selangor, Malaysia rizwan.nordin@gmail.com
+6012 2345 048
https://www.linkedin.com/in/rizwannordin

Summary

IT Operations Lead specializing in high-availability application environments and enterprise infrastructure. Hands-on manager of L2 support teams with a track record of maintaining zero critical outages while enforcing global SLAs. Combines deep technical oversight across the software lifecycle with automated solution to reduce operational friction and align day-to-day delivery with business strategy.

Skills

ITIL / ITSM, Service Lifecycle Management, Stakeholder Management, Vendor & SLA Governance, Continuous Service Improvement, Agile / Scrum, Project Management.

Experience

Sept 2025 - Present

Service Owner, Asset Discovery

DHL Information System Sdn Bhd, Cyberjaya

- Owned global IT asset discovery using BMC Discovery for ~700,000 assets across 8 business units on global region.
- Leading a 3-engineer L2 team and sustaining 98%+ SLA compliance on resolution time over the full year.
- Established real-time ticket monitoring against SLA targets, enabling early escalation of at-risk incidents and cutting SLA breaches by 93% year-over-year (15 to 1).
- Replaced a daily 30-minute manual source check across 200+ jobs with Zabbix and Grafana alerting, saving ~10 hours a month and catching failures before the business escalation.
- Reduced dependence on L3 support by building SOPs, a knowledge base, and a problem management process, and cross-training all 3 L2 engineers on the full service.
- Initiated a structured daily morning service check across critical jobs and interfaces, detecting and resolving issues before business impact or escalation.
- Closing a knowledge gap behind breaches by updating the process and SOP; reconciled ~40 new user accounts a month against approved requests across a 1,400-user base to keep provisioning audit-ready for the annual external audit.
- Reviewed and approved monthly patches/security patching plans, rescheduling any patch that clashed with internal processes and notifying users for any risk.
- Built a Python and Teradata automation that replaced a manual post-production RTP check with a scheduled report and automatic alerts on zero counts and anomalies, saving ~1 hour a day and giving L2 and L3 a shared view of each run.

Feb 2022 - Sept 2025

Team Lead

DHL Information System Sdn Bhd, Cyberjaya

- Managed a 7-member IT team, driving performance, training and operational KPIs.
- Coordinated monthly SPRINTs covering upgrades, migrations, releases and outages.
- Developed staff training programs that improved team capability and reduced recurring operational issues by 20%.
- Produced and presented weekly operational reports using Splunk to senior management, improving visibility of system health, incidents and trends
- Implemented automation, analytics and process improvements that reduced manual operational effort by 25% and accelerated business processes.
- Acted as the first escalation point for critical customer issues, handling escalations monthly while maintaining 95%+ SLA compliance.
- Ensured IT operations complied with applicable policies, standards, laws and regulatory requirements.

Dec 2009 - Feb

Senior Service Support Specialist
DHL Information System Sdn Bhd, Cyberjaya

- Received the "Very Exceptional Employee" (VESPA Award) in **recognition** of the successful delivery of a €10 million project.
- Track and monitor progress and status of task by vendors in Teradata project upgrade cost €50k including scope, timeline, risk and Service Level Agreement (SLA) resulting in improved decision-making efficiency and management satisfaction.
- Provided support in incident tickets (BAU), change request, problem tickets, coordinating system patching, system upgrades and service improvement plans to support business requirements.
- Sales user success rate **increased** to 75% after understanding users problems and issues guided by consultation, and expertise.
- **Improved** system efficiency by redesigned the Net Promoter Approach scripting and reduced processing time by 80%
- Automated the web sanity testing process using Selenium script, shorten the average testing time by 50% and reduced human errors from manual process.
- Former **service owner**, ensuring services is following company IT policies, procedures, standards, and practices for conformance with the IT security framework.

Jul 2005 - Dec 2009

Analyst Programmer
Accenture, Malaysia

Projects:

Jul 2005 - Dec 2009 Telekom Malaysia Berhad [TM iCARE / Technical Architect]
Sept 2007 - Feb 2009 Green Packet [P1 WiMAX / Technical Architect]
Apr 2007 - Sept 2007 Japanese Tobacco International [Trade Marketing Excellence / Tester]
Jul 2005 - Apr 2007 Telekom Malaysia Berhad [TM iCARE / Technical Architect]

Technical Expertise

Cloud & Platform Technologies: Microsoft Azure, AWS, Docker, Kubernetes, Enterprise Linux (RHEL), Windows Server
Automation & Service Integration: PowerShell, Python, Bash, REST API Integration, Power Automate, CI/CD Automation
Data & Database Technologies: Oracle, Microsoft SQL Server, PostgreSQL, SQL, Teradata
Enterprise Collaboration & Tools: Jira, Confluence, Azure DevOps, SharePoint

Certification and Courses

SCRUM Master - April 2026
AWS Cloud Practitioner Essentials - 18 July 2021
PMP: **Project Management Professional (PMP) - Ju**ne 2013. ePM Centre Bangsar - Serial No. 9376
ITIL **v3 Foundation: Introduction - Ja**nuary 2010. Credential ID: 02302650-01-BSQ9
ITIL **v3 Intermediate Capability Service Offerings & Agreement (SOA)** - September 2011. Quint Wellington Redw**ood**

Education

Universiti Teknologi Malaysia - Master of Business Administration (Strategic Management)
July 2012 - December 2014

Universiti Utara Malaysia - Bachelor of Information Technology
July 2002 - July 2005