

MENG LEE PONG

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IT MANAGER SUMMARY

- Deliver an exceptional customer experience. Troubleshoot, diagnose, and resolve complex PC/LAN issues. Mentor team to integrate hardware, software, systems, applications, and solutions that meet clients’ needs and requirements.
- Multi-award-winning IT manager and operations expert who has repeatedly exceeded corporate and personal goals throughout a 10-year career
- Inclusive, shoulder-to-shoulder leader. Empower team members through respect, training, mentorship, and collaboration. Inspire and propel staff growth by creating a professional development incubator environment.

EMPLOYMENT AND EXPERIENCE

Senior Architect-CRM/Business Intelligence

October 20xx – Present

Bank of Japan, New York, NY

Project Leadership Experience

- Oversaw migrating enterprise-wide systems to a unified cloud platform, coordinating a team of 25+ IT professionals. Used project management tools like Jira and Asana to monitor progress, achieving the migration 10% under budget and 2 weeks ahead of schedule.
- Led the development and rollout of a custom CRM system, collaborating closely with the sales and marketing departments to ensure alignment with business needs. The project, involving Agile methodologies and Salesforce integration, resulted in a 35% increase in sales productivity.

Digital Transformation Experience

- Championed the digital transformation strategy, introducing AI-driven data analytics tools to enhance decision-making processes.
- Partnered with IBM Watson for implementation, leading to a 40% reduction in operational costs and a 25% increase in customer satisfaction.
- Drove the adoption of remote work technologies during the COVID-19 pandemic, including VPNs, Zoom, and Slack, ensuring business continuity. Facilitated remote work for 500+ employees, which led to maintaining 100% project delivery timelines.

Senior Architect-CRM/Business Intelligence

September 20xx – October 20xx

Bank of Japan, New York, NY

Cybersecurity Strategy Experience

- Developed and enforced a comprehensive cybersecurity policy, covering data encryption, regular penetration testing, and employee cyber hygiene training. Reduced security incidents by 60% within the first year, as evidenced by internal audits.
- Spearheaded the certification process for ISO 27001 and GDPR compliance, ensuring the company met international data security and privacy standards. This involved revamping data handling processes and training 300+ staff, significantly boosting client trust and opening new markets in Europe.

Manager-Websphere MQ Administration

January 20xx – September 20xx

Barclays Bank, London

Team Development Experience

- Cultivated a high-performance IT team culture by implementing a continuous learning program, including AWS, Cisco, and CompTIA certifications. Increased team performance metrics by 40% as team members applied new skills to streamline operations.
- Implemented a mentorship and cross-training program within the IT department, enhancing team versatility and readiness. This initiative reduced dependency on external consultants by 25% and improved project handover efficiency.

EDUCATION

Bachelor of Business Arts, Finance Major

September 20xx – June 20xx

Adelphi University, Garden City, NY

SKILLS

Data Modeling	XML	XSLT
SQL	Python	Java

