

MUHAMMAD **REDUAN**

DIGITAL TRANSFORMATION | BUSINESS INTELLIGENCE | ENTERPRISE SOLUTIONS

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ABOUT ME

Technology leader with over a decade of experience in enterprise systems, solution architecture and innovation delivery within regulated environments, including national-scale and international initiatives. Proven in translating complex business requirements into secure, scalable solutions and driving proof-of-concepts (POCs) through Agile delivery into production. Hands-on in Power BI and data analytics, with strong experience collaborating across product, UX, engineering and architecture teams to deliver outcomes aligned with governance, risk and strategic objectives.

EDUCATION

UNIVERSITI TEKNOLOGI MALAYSIA 2006
Master of Engineering Electrical – Electronics & Telecommunications
CGPA: 3.77 / 4.0

UNIVERSITI TEKNOLOGI MALAYSIA 2004
Bachelor of Engineering Electrical – Telecommunications

PROFESSIONAL BODY

INSTITUTION OF ENGINEERING AND TECHNOLOGY, IET 2018
Member, MIET

THE INSTITUTE OF ENGINEER MALAYSIA, IEM 2010
Graduate Member

BOARD OF ENGINEER MALAYSIA, BEM 2007
Graduate Member, Electronic Division

COURSES/CERTIFICATIONS

DATA-DRIVEN DECISION MAKING
PwC

DIGITAL TECHNOLOGIES AND THE FUTURE OF MANUFACTURING
University of Michigan

SAP PROFESSIONAL FUNDAMENTALS
SAP

INTRODUCTION TO INFORMATION TECHNOLOGY AND AWS CLOUD
Amazon Web Services

INTRODUCTION TO CYBERSECURITY FOUNDATIONS
Infosec

EXPERIENCE (YEARS AND LEVEL)

12+	10	10+	9	7
Leadership & Management	Strategy & Operations	Software Dev	Data Analytics	IoT/IR4.0

WORKING EXPERIENCES

TECHNOLOGY LEAD — 2020-PRESENT
ARTECH NIAGA SDN BHD

Led a 6-person team, focusing on strategic IT implementation and driving business expansion initiatives to meet organizational objectives.

Key expertise: Data Visualization, Project Management, Business Development, Technical Leadership, Solution Architecture, Stakeholder Management.

Key Focus: Innovation, Collaboration, Business Growth, Client Satisfaction.

Key Achievements:

- **Ministry of Education- Power BI**: Developed a national-scale dashboard to analyze the device-to-student ratio across schools.
- **Indah Water Konsortium- Power BI:** Developed a Compliance Dashboard to monitor operational performance against stringent regulatory standards.
- **Track & Trace- C#.NET**: Developed an enterprise-grade healthcare inventory solutions adhering to GS1/GTIN standards for regulatory compliance.
- **UCMS - Laravel, Node.js**: Delivered a university-wide online card issuance platform for UiTM using Agile/Scrum, in close collaboration with UX teams and aligned with enterprise governance, risk and compliance standards.

HEAD OF TECHNOLOGY — 2011-2020
GIGALINK SOLUTIONS SDN BHD

Led a cross-functional team of 14 to design, prototype, and deliver enterprise-grade digital platforms, translating business needs into scalable and secure solutions.

Key Expertise: Technology Innovation, Solution & System Architecture, Stakeholder Management, Proof-of-Concept to Production Transition.

Key Focus: Innovation, Collaboration, Solution Implementation, Client Satisfaction.

Key Achievements:

- **DTC Infotainment Screen:** Led implementation for Smart Dubai initiative with du EITC and Dubai Taxi.
- **Business Development**: Achieved ~USD 1 million in ads revenue in the first year.
- **Software Integration Projects**: Led cross-functional team, exceeding client expectations and boosting satisfaction.

SOFT SKILLS

- LEADERSHIP & TEAM MANAGEMENT
- STAKEHOLDER ENGAGEMENT
- PROBLEM SOLVING
- MANAGEMENT CONSULTING
- TECHNOLOGY CONSULTING
- STRATEGY & EXECUTION
- CHANGE MANAGEMENT
- BUSINESS ANALYSIS
- TECHNICAL COMMUNICATION

HARD SKILLS

- POWER BI & ANALYTICS
- C#.NET DEVELOPMENT
- PYTHON FOR DATA & AUTOMATION
- CLOUD & ENTERPRISE PLATFORMS
- AI & MACHINE LEARNING
- CYBERSECURITY FUNDAMENTAL

WORKING EXPERIENCES(Continued)

PROJECT MANAGER
2016-2020

GIGALINK ELECTRONICS TRADING LLC

Led an on-site technical and operations team of 6 supporting the deployment, operations, and continuous improvement of the DTC Infotainment System across large-scale public transport environments in Dubai, UAE.

Key Expertise: Technology Operations Management, Stakeholder Coordination, Project Delivery, Systems Support & Maintenance, Incident Management, Service Operations

Key Focus: Solution Stability & Availability, Operational Excellence, SLA Compliance, Cross-Border Stakeholder Support

Key Achievements:

- **DTC Infotainment Operations**: Ensured high system availability through proactive maintenance and effective incident management across public transport environments.
- **Stakeholder & Service Delivery**: Served as primary on-site liaison for enterprise and government stakeholders, ensuring service continuity and timely issue resolution.
- **Commercial Execution**: Delivered client engagements, technical proposals, and solution presentations.

SENIOR SOFTWARE ENGINEER
2009-2010

SAPURA THALES ELECTRONICS SDN BHD

As a Software Engineer, I contributed to the development and integration of software systems, ensuring seamless communication and functionality across three diverse projects.

- **VIPER Software Development**: Developed SRS, JAVA, SNMP, GUI, fixed bugs, and conducted software testing.
- **IDLS System (VB6.0)**: Maintained and developed new modules, fixed bugs, and conducted testing and reporting.
- **IDLS System (C# .Net)**: Developed new system, fixed bugs, and conducted testing and reporting.

DESIGN ENGINEER
2006-2009

POLARIZONE TECHNOLOGIES SDN BHD

As a Design Engineer, I was responsible for designing and developing IP block modules for FPGA-based communication systems. This included:

- **IP Block Modules**: Designed and developed modulation, demodulation, and MIMO communication system modules.
- **ADC/DAC & RF Modules**: Integrated to control communication parameters.
- **Jammer System Kit**: Led design and development, ensuring functionality and effectiveness.

PERSONAL PROJECTS

- **Private Blockchain**: Actively prototyping a secure, private blockchain for data integrity using Hyperledger Fabric, focusing on compliance for future enterprise integration.
- **Offline LLM**: Testing local LLM models (Deepseek, Ollama) for internal knowledge management and efficient information retrieval.
- **IoT Camera Analytics**: Engineered an end-to-end solution using Python to extract data from Hikvision IP cameras, pushing insights to Azure Cloud for analytics and display.

INTERESTS

LEARNING · PING-PONG · MOVIES · COFFEE · TRAVELLING