

# Thomas Teng-Yan Loke

**Agile Development Evangelist, Thorough Business Analysis, Profitable Business Development**

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60-second Video Profile: <http://youtu.be/UHvsqY0fnVk>

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Employment Eligibility: New Zealand Permanent Residency, Malaysian Citizen

Availability: 1 month's notice

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## Highlights

- 9 years of project management and 12 years of business analysis in the online, telecommunications, healthcare and higher education sectors delivering IT projects worth up to US\$850,000
- Acted as Scrum Master and team lead to deliver the American healthcare standard of securely exchanging medical documents serving millions of patients annually between healthcare organizations
- Rolled out web services connected from 10+ content providers serving 9 million mobile customers per month
- Managed the sales & implementation of the company's products covering 4 countries in South East Asia

## Business Skills

- Able to create, execute and manage business plans within a team of professionals
- Able to perform market analysis and devise action plans to achieve measured goals
- Able to maintain practical and professional customer relationships at all levels of expertise, authority and culture
- Able to produce pre-sales technical proposals, user requirements specifications, system architecture design, project plans, conceptual design specifications, data flow diagrams, data dictionaries, user manuals, test logs, use case diagrams, and user acceptance forms

## Engineering Skills

- Able perform business analysis with clients and develop technology solutions with project team
- Able to work with project team using Agile Scrum method as Scrum Master
- Able to develop pattern recognition algorithms for computer automation
- Able to analyze and troubleshoot information system problems within cost and time boundaries
- Able to perform the entire development lifecycle of electronic circuits for control and automation

## Work Experience

April 2014 to present

Intermediate Team Lead, Orion Health, New Zealand

- Designed and implemented the FHIR (Fast Healthcare Interoperability Resources) DSTU-2 Patient (1.0 Final) and Procedure resource APIs with a tactical team of three developers, a tester and a business analyst to enable third-party developers and systems vendors consume the Orion Health Platform medical procedure objects and their patient demographics captured within. This has opened up the extensibility options and revenue models leveraged from this medical data mine.
- Automated the configuration and deployment of the high-availability proxy server and baseline server security hardening on the Orion flagship solutions that are delivered on the various system environments hosted on Amazon Web Services, reducing deployment time from 4+ person-weeks to 16 person-hours.

- Coached development team of three developers, a tester, a business analyst and a technical writer to implement the Integrating the Healthcare Enterprise Technical Framework IT Infrastructure Profiles XDS (Cross-Enterprise Document Sharing) and XUA (Cross-Enterprise User Assertion) for US healthcare enterprises, making Orion Health among the first to enable federated, secure and accountable sharing of patient health records, thus improving healthcare outcomes and operational savings over traditional methods.
- Managed development team of four experts to develop and support (third level) NwHIN web services and OSGI application for inter-health enterprise and US Social Security Administration patient document sharing. Network exchanges millions of documents annually resulting in increased healthcare turnaround and additional revenue from sharing.

September 2010 to October 2013 (3 years 1 month)

Account Manager, Innovez One Sdn Bhd, Malaysia

- Product sales & customer relationship management targeting the higher education industry including universities and colleges in South East Asia region
- Business development over clients in Malaysia, Singapore, Thailand and Vietnam
- Account management for Scientia Enterprise Resource Scheduling and Timetabling and Talisma Constituent Relationship Management solutions from the United Kingdom and India
- Project management delivering RM2 million revenue, covering technologies in resource management & scheduling, mobile interaction, campus and constituent relationship management systems

April 2009 to September 2010 (1 year 6 months)

IT Specialist, International Business Machines Sdn Bhd, Malaysia

- Managed project development lifecycle up to production rollout of the USSD gateway platform for enterprise customers. Project timeline was 6 months with a RM2.5 million budget, and involved delivery teams from messaging gateway, enterprise data warehouse, mediation and billing systems – a total of 12 people.
- Managed production implementation and service levels of a WebSphere enterprise service bus platform called DataPower supporting cross-platform web services.
- Performed business analyst role to gather user requirements, review vendor contracts, and perform follow-ups with implementation team to plan the development and delivery of a USSD gateway platform for enterprise customers.
- Managed two rounds of project development lifecycles for major change requests on existing SMS content delivery platform from business requirements capturing to implementation rollout.

June 2006 to March 2009 (2 years 10 months)

Senior Software Engineer, Maxis Communications Berhad, Malaysia

- Managed project planning and management of deliverables for two mobile data applications over an accumulated period of 18 months, including a SMS content subscriptions application and a data charging gateway.
- Managed technical implementation and rollout of various SMS-based applications including subscription news, structured surveys and time-based contests.
- Performed system integration and migration from implementation to production stage of mobile content (WAP push/pull, MMS, video, audio, games) delivery system.
- Analyzed user requirements, implementation methods, test cases, and defect management of mobile content delivery system.
- Performed system integration and migration from implementation to production stage of value added service SMS content (e-commerce, news, voting, infotainment) brokering system.
- Analyzed system requirements on enterprise relational database management systems for resource and license consolidation purposes.
- Managed implementation and operations of mobile applications charging gateway.
- Performed application and data migration of a multi-tier application server to scale performance and capacity over redundant hardware infrastructure, resulting in triple increase of throughput to 60 transactions per second.

- Assisted in capacity control and planning of inter-application transactions using SOAP over http within data center network.

February 2005 to May 2006 (1 year 4 months)

Senior Software Engineer, IRIS Corporation Berhad, Malaysia

- Developed biometric applications using biometric software development kits from NEC, Sagem and BioLink and biometric scanners from Dermalog, CrossMatch and Sagem.
- Developed software tools to program embedded operating systems on electronic smart chips, such as JCOP and MTCOS on Philips SmartMX, Atmel and ST Microelectronics.
- Designed and developed software/hardware systems for electronic passport and ID card applications.
- Provided onsite pre-sales technical and system architecture support and consultancy for electronic passport and smart card applications in Mongolia, Qatar, and Indonesia.
- Prepared government tender proposals, including system architecture design, project planning, solution component design and specifications for smart card and electronic passport systems, immigration and border control systems, vehicle registration systems, bank card systems, prepaid card systems for Turkey, Mongolia, Bahamas, Brunei, Qatar, Indonesia, Somalia, New Zealand, India, Kuwait, UAE, Australia, Nigeria, Saudi Arabia, Rwanda, Kurdistan, Jordan, Egypt, Trinidad, Guinea, and Libya.

May 2000 to January 2005 (4 years 9 months)

Senior Analyst, novaHEALTH Pte Ltd, novaSPRINT Systems Pte Ltd, Singapore

- Developed health workflow management system for health organizations in Singapore.
- Developed project and accounts management system for an events programming statutory board in Singapore.
- Developed customer relationship management on-line system for a legal body in Singapore.
- Developed web site content management system for a government sector.
- Developed business-to-business sea vessel services web site for complete on-line workflow conversion from traditional methods.
- Developed retail furniture shopping web site.

Software Engineer, About Solutions, Singapore

- Developed furniture product website with online product catalogue management.

January 1999 to January 2000 (1 year)

Software Engineer, Bumble Bee Laboratories Pte Ltd, Singapore

- Developed distributed on-line sales data mining system across customer's point-of-sales branches in Singapore.
- Developed financial data capturing, storage and visualization system using Microsoft Access.
- Developed data cryptographic analysis and implementation tools using Microsoft Visual Basic and C++.
- Developed generic web-based resource booking system for an academic institution's staff and students.
- Deployed rapidly-customizable in-house inventory and accounting system for small to medium sized enterprises.
- Designed and planned development of on-line community service, similar to Friendfinder.com.
- Produced and deployed real-time wireless liquid particle counter and multiplexer for a data storage manufacturer using spectrophotography.
- Produced and deployed therapeutic floatation tank system for distribution worldwide.

November 1995 to December 1995 (2 months)

Systems Engineer Assistant, Parkway Properties Ltd., Singapore

- Deployed electronic document system office-wide.

### Education Background

February 1997 to December 1998

Degree in Bachelor of Science, Computer Science; Curtin University of Technology, Western Australia

June 1993 to July 1996

Diploma in Electronics and Computer Engineering; Ngee Ann Polytechnic, Singapore

January 1989 to November 1992

GCE 'O' Levels, Ang Mo Kio Secondary School, Singapore

### Technology Literacy

Description	Years of Experience	Competency Level
<b>Languages / Platforms</b>		
Puppet	1	Beginner
Graviton	1	Beginner
Atlassian JIRA	2	Beginner
Atlassian Confluence	2	Intermediate
Atlassian Bamboo	2	Beginner
Atlassian Stash	2	Beginner
Macromedia ColdFusion	4	Expert
Macromedia Spectra	2	Intermediate
Microsoft Visual Basic .NET	2	Intermediate
Microsoft ASP .NET	1	Intermediate
Microsoft ASP	2	Intermediate
Microsoft Visual Basic	5	Intermediate
Microsoft Access	6	Expert
Microsoft Visual C++	1	Beginner
IBM WebSphere Message Broker	1	Beginner
SQL	9	Intermediate
Java	2	Intermediate
JavaScript	4	Expert
Apache Tomcat	3	Intermediate
HTML	9	Expert
DHTML	2	Intermediate
C	3	Intermediate
Assembly	2	Intermediate
Pascal	2	Intermediate
<b>Operating Systems</b>		
Windows 9x/NT/2000	14	Expert
Mac OS X	4	Intermediate
Linux	5	Intermediate
CentOS	2	Beginner
HP-UX	7	Beginner
Sun Solaris	3	Beginner
OS/2	3	Beginner
<b>Databases</b>		
Apache Cassandra	1	Beginner
Microsoft SQL	2	Beginner
Microsoft Access	6	Expert
Oracle	7	Intermediate
MySQL	2	Beginner

### Professional Qualifications and Memberships

- ICAgile Certified Professional in Agile Team Facilitation ICP-ATF June 2016

- Scrum Alliance Certified ScrumMaster
- 6 Sigma Blue Belt certification
- Stephen Covey's 7 Habits of Highly Effective People program

View Brainbench Transcript of Certifications Achieved: <http://www.brainbench.com/transcript.jsp?pid=3636963>

Standard IQ test score: 131

### Mobility

- Able to travel moderately (once per quarter)

### Language Proficiency

Language	Speaking Level	Writing Level	Reading Level
English	Advanced	Advanced	Advanced
Chinese Mandarin	Intermediate	Intermediate	Intermediate
Chinese Cantonese	Intermediate	N/A	N/A
Bahasa Malaysia / Malay	Basic	Basic	Basic

### Interests and Hobbies

- Information technology
- On-line gaming
- Digital photography
- Travel
- Life form welfare and environment conservation

### References

Colin Basterfield  
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