Ts. Farhan Fakhrurrazi, PMP®

Cyberjaya, Malaysia | +60193748552 | afarhanfakhr@gmail.com | https://paan.my/

SUMMARY

PMP-certified Technical Project Manager with **8+ years** of experience delivering IT, automation and infrastructure projects across enterprise environments, including Dell Technologies and Genting Malaysia. Leads cross-functional teams across **6 countries** using Agile/Scrum and hybrid delivery, with proven results such as **50–60% reductions** in validation and patching effort through automation. Adept at stakeholder engagement, vendor management, risk control and cost optimization, combining hands-on engineering depth with strong project leadership.

PROFESSIONAL EXPERIENCE

DELL TECHNOLOGIES – DELL GLOBAL BUSINESS CENTER SDN. BHD.
Senior Software Engineer – End User IT, *Apr 2024 – Oct 2026*

- **Lead a 6-person engineering team** in the End-Point Insights and Automation Sustaining Team, running Agile sprints, backlog grooming and delivery tracking in Jira.
- Coordinate delivery with stakeholders and engineering teams across **6 countries** (US, Brazil, Singapore, India, Taiwan, Malaysia), aligning priorities with Dell Digital's strategic roadmap.
- Lead automation and AI initiatives end to end, including **PSSC automation (60% less patch-week effort)**, AI PC benchmarking and an AI-native SDLC rollout.
- Train QA engineers, developers and business analysts on deployment and delivery best practices.

Software Engineer II – Team Member Experiences (TMX), *May 2021 – Mar 2024*

- Led the **Validation-as-a-Service (VaaS)** framework, **cutting software validation cycles by 50%** and reducing manual effort and human error.
- Worked closely with global teams to identify automation needs and deliver impactful integrations.
- Designed test cases covering software, hardware and cloud infrastructure, and provided **continual service improvement** feedback to cross-functional teams.

CARRO MALAYSIA (formerly myTukar Sdn. Bhd.)
Associate (IT Administrator), *Sept 2019 – May 2021*

- Managed nationwide IT infrastructure, including assets, networking, cloud services and security, for **1,000+ staff** across HQ and **50+ retail and inspection centres**.
- Led an **in-house OpenVPN and firewall rollout** connecting HQ to 50+ inspection centres across Selangor and KL, delivering HQ connectivity in 3 months with **no vendor spend**.
- Led the migration from OneDrive to a **self-hosted Nextcloud with Collabora for 1,000 staff**, sizing and procuring hosted infrastructure through IP ServerOne to cut Microsoft 365 subscription costs.
- Designed and deployed Ubiquiti wireless access points and Pulseway monitoring company-wide.

KOPERASI TENAGA NASIONAL BERHAD
IT Executive, *Oct 2018 – Aug 2019*

- Provided IT support and project management for financial services used by **20,000+ members**.
- Managed vendor coordination for software development and infrastructure upgrades.
- Automated monthly financial reports using MSSQL and email integration.

GENTING MALAYSIA BERHAD
IT Executive – Support & Project (Resort Application Management), *Jan 2018 – Sept 2018*

- Led vendor delivery of the **Amusement Game System upgrade** with Dubai-based vendor Embed over 3–4 months, moving the indoor theme park from coin tokens to tap-to-play game cards with counter top-up, including compliance checks.
- Integrated WeChat Pay and Alipay with theme park POS systems.

KEY PROJECTS

- **AI-Native SDLC Framework Deployment, Dell Technologies** – *2026*
  Pod led for a 3-person team deploying an AI-native SDLC framework across End User IT, where each team owns a pod with a defined use case. Establishing source-of-truth standards in which AI generates and engineers curate, reducing human error in daily delivery tasks.
- **Post Security Sanity Check (PSSC) Automation, Dell Technologies** – *2025*
  Led a 4-person team to automate post-patch validation of monthly Windows security updates, replacing manual device-by-device checks with automated Intune and SysTrack data feeding a Power BI dashboard. Cut patch-week validation from 5 days to 2 (**60% reduction**).
- **AI PC Benchmark Capturing & Data Visualization, Dell Technologies** – *2024*
  Led benchmarking of Dell's new AI PCs, defining NPU and natural-language-query (NLQ) test cases, and built Power BI dashboards leadership used to select models for organization-wide deployment.
- **Validation-as-a-Service (VaaS) Framework, Dell Technologies** – *2023*
  Led the shift from manual software validation to an end-to-end framework: a lab device booking system to remove scheduling conflicts, Intune API integration to auto-deploy apps to loaned devices, SysTrack dashboards replacing manual performance counter checks, and stakeholder reporting. Cut validation cycles by **50%** (5–7 days to 2-3 days).

CORE COMPETENCIES

- **Project Management:** Agile & Scrum, Hybrid Delivery, Project Planning & Scheduling, Scope & Change Control, Risk & Issue Management, Stakeholder Engagement, Vendor Management, Resource Planning, Requirements Gathering, Business Analysis, KPI & Status Reporting, Cost Optimization, SDLC, AI-Assisted SDLC, Product Ownership, Global Team Leadership, Team Coaching, Continuous Improvement, Jira & Confluence.
- **Endpoint & Digital Workplace:** Microsoft Intune, Microsoft 365, Lakeside SysTrack (DEX), Windows Patch Management, Windows, Linux.
- **Cloud & Infrastructure:** Azure, Google Cloud (GCP), VMware, Hyper-V, Proxmox, Disaster Recovery (DR), Business Continuity Planning (BCP).
- **Networking & Security:** Network Design, Firewalls, VPN (OpenVPN), Routing, Dual-WAN Failover, DNS/DHCP, Cloudflare.
- **Automation & Data:** PowerShell, Python, Bash, API Integration, Docker, Kubernetes, Git, SQL Server, MySQL, Power BI, Microsoft Fabric, Tableau.

CERTIFICATIONS

- **Project Management Professional (PMP)**, PMI – 2025
- **Scrum Foundation**, Iverson – 2024
- **PRINCE2 Agile Foundation**, Agile Project Management – 2019
- **ITIL Foundation Certification**, IT Service Management – 2017
- **Azure Solutions Architect Expert**, Microsoft – 2022
- **Fabric Analytics Engineer Associate**, Microsoft – 2024
- **Site Reliability Engineering (SRE) Foundation**, DevOps Institute – 2024
- **Endpoint Administrator Associate**, Microsoft – 2023

EDUCATION

- **Bachelor of Computer Science (Software Engineering) (Hons)**, Universiti Tenaga Nasional (UNITEN) – 2017

REFERENCES

- References available upon request.