

Ho Jun Jie

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PROFESSIONAL SUMMARY

Strategic Operations & Integration Professional with expertise in translating global strategies into regional execution, driving operational excellence, and leading cross-functional initiatives. Proven track record in solution integration, data analytics, and automation (RPA), with experience managing large-scale projects, optimizing processes, and delivering actionable insights across APMA & Japan. Skilled in stakeholder management, resource planning, and implementing technology-driven improvements in high-pressure environments.

EXPERIENCE

Novartis Corporation (Malaysia) Sdn. Bhd.

(November 2023-Present)

Senior Specialist – Solution Integration (APMA & JAPAN)

- Acted as **regional integration lead**, aligning global Veeva CRM strategies with APMA & Japan execution plans to ensure compliance and operational consistency.
- Delivered **data-driven insights** through ad-hoc reporting and troubleshooting, enabling informed decision-making and continuous improvement across commercial operations.
- Partnered with global product owners to **translate regional business needs into feature enhancements**, driving process optimization and system scalability.
- Supported **Data & Analytics initiatives**, including requirements gathering, UAT coordination, and deployment readiness for cross-functional projects.
- Championed **standardization of workflows** and knowledge sharing to improve operational efficiency and reduce friction across regional teams.

Key Achievements:

- ✓ Lead a team of 2-3 junior members.
- ✓ Supported **5+ regional markets** in aligning global processes with local requirements.

Ernst & Young Advisory Services Sdn. Bhd.

(November 2019-October 2023)

Technology Consultant

- Led **cloud migration for AML systems** impacting 150 users across 21 business units, ensuring seamless integration and alignment with transformation office objectives.
- Delivered **automation solutions (RPA)** to optimize operational processes, including fraud checks, reconciliations, and data extractions, reducing manual effort and improving accuracy.
- Managed **PMO-aligned engagements**, driving governance, reporting, and stakeholder communication for large-scale technology initiatives under tight deadlines.
- Conducted **IT Enterprise Architecture reviews** for digital banking strategies, providing actionable recommendations for system modernization and scalability.
- Developed and deployed **process enhancements** based on evolving business requirements, ensuring agility and continuous improvement in client operations.

Key Achievements:

- ✓ Automated **10+ business processes**, saving **hundreds of FTE hours annually**.
- ✓ Migrated AML system to cloud with **zero downtime**, improving system resilience and scalability.

EDUCATION & CERTIFICATIONS

- **Asia Pacific Institute of Information Technology** – BSc (Hons) Business Information Technology (CGPA: 3.8)
- **Taylor's University** – Foundation in Computing (CGPA: 3.75)
- **Blue Prism AD01 Developer Certification**

SKILLS

Languages: *English (native), Mandarin (proficient), Bahasa Melayu (intermediate)*

Tools: *Microsoft Office Suite (Word, Excel, PowerPoint, PowerBI, MS Access)*

Business Skills: *Agile & Waterfall Project Management, SDLC, PMO Governance*

Technical: *.NET (Visual Basic, C#), VBA, SQL (MySQL, MS Access, PL/SQL), HTML, CSS, M365 Low-Code Development Tools*