

Business, people & technology.

Business Systems Architect

More than 20 years across enterprise technology, business systems and operational improvement. Connects business needs with workflow redesign, requirements, delivery and user adoption. Current work also includes practical AI prototyping and professional AI training.

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SELECTED DELIVERY

Borneo Motors | Automotive mobility, customer feedback and reporting

Planned and coordinated the iTrust Service Advisor mobile application; supported Voice of Customer implementation; led Rev8 Autoline data-warehouse work. Project recognition: CIO Top 100 Projects Awards in 2013 and 2015.

William Grant & Sons | Regional planning and enterprise integration

Led phase-one Anaplan and data-integration work within six months. Mapped business processes and data flows. Developed an office-capacity booking application within two weeks during COVID-19.

MOM & GovTech | Public-sector requirements and workflow improvement

Translated policy and operational needs into application requirements, user stories and acceptance criteria at MOM. Supported procurement workflow redesign, reporting and platform enablement at GovTech.

CAPABILITIES

Workflow discovery and redesign | Requirements and business analysis | ERP, CRM and data integration | Cross-functional delivery and vendor coordination | Testing, UAT and adoption | Practical AI and human-review workflow design | Training and enablement

EDUCATION & SELECTED CREDENTIALS

Advanced Diploma in Computer Studies - Informatics Computer School, Singapore

Diploma in Mechanical Engineering - Singapore Polytechnic

Certified Generative AI Professional - GSDC, issued May 2026

Agile Team Facilitation (ICP-ATF) - ICAgile Certified Professional, awarded August 2020

AWS Cloud Practitioner Essentials - AWS training course completion, February 2021

Selected career history.

Harvest Point Consulting | Nov 2024 - Present

Founder

Business discovery, operational diagnostics, workflow redesign and practical AI exploration. Develops lightweight prototypes and delivers professional AI learning.

Infinit-O Global | Jun 2023 - Oct 2024

Senior Business Process Consultant

Analysed BPO service-delivery workflows, operational bottlenecks and improvement priorities. Developed process recommendations, implementation blueprints and governance structures.

Ministry of Manpower, via PeopleBank | Aug 2022 - Jun 2023

Technical Business Analyst | Contract

Translated policy and operational needs into requirements, user stories and acceptance criteria. Supported stakeholder alignment, delivery readiness and UAT.

Lazada Group | Oct 2021 - Aug 2022

Tech Program Manager

Coordinated customer and seller technology initiatives across six Southeast Asian markets, working with regional stakeholders and China- and Vietnam-based teams.

GovTech · Smart Nation Programme | Dec 2020 - Oct 2021

Digital Business Analyst

Supported procurement workflow redesign, platform enablement, reporting and analytics. Connected cross-agency requirements with digital delivery and adoption.

William Grant & Sons | Jul 2018 - Dec 2020

Regional Business / Application Analyst

Worked on JD Edwards, Anaplan and regional CRM initiatives. Mapped business processes and data flows, coordinated vendors and supported testing and adoption.

Omron Asia Pacific | Jul 2017 - Jul 2018

Senior Business Analyst

Led SAP product-data standardisation and code unification. Supported planning improvements through feasibility analysis, process mapping and business rules.

Borneo Motors Singapore | Oct 2012 - Jul 2017

Assistant IS Manager / Project Manager

Delivered automotive business-system initiatives spanning service-advisor mobility, Voice of Customer, Rev8 Autoline data warehousing, reporting and user adoption.

EARLIER CAREER

Heritage Trust Group - Assistant IT Manager (2011-2012)

Wellnomics, New Zealand - IT Administrator & Webmaster (2008-2011)

B&D Doors NZ - IT Coordinator / Administrator (2004-2008)

Earlier technical, operations and support roles in Singapore and New Zealand (1997-2004).

CURRENT AI & TRAINING WORK

Professional AI learning delivered through AgileAsia-SUTD engagements, alongside lightweight prototypes and workflow demonstrations. Product and prototype stages are identified separately from enterprise delivery experience.