

Andre R. Liem

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SUMMARY

An Executive within the IT Industry. Have 17-year experience consisting of: 7 years of financial processes in Healthcare, 6 years of technical software development, implementation and IT management and 6 years of business development. An innovative, strategic and analytical thinker who can quickly find unique positions in an opportunity and develop strong value propositions based on resources both internally within a company and externally.

EXPERIENCE

NEC Group Companies (2008 – 2013)
Decillion Group – an NEC Group Company
Director of Business Development



Provided strategic leadership in managing large number of resources ranging from executives, sales, marketing and technology to grow the business in Hong Kong. Targeted large market of opportunities on solutions from Payments, SWIFT, Corporate Actions, Business Activity Monitoring, Compliance and Cash Management.

- Defined unique solutions that has large market potential based on the technical resources available, its technical feasibility, and its viability in the market
- Defined business model for Hong Kong and the go-to-market plans for each vendor solutions and manage and monitor resources as they execute
- Managed P&L of the Hong Kong business with a strong focus on the bottom line. Ensure resources are utilized optimally.

NEC Hong Kong Limited – an NEC Group Company
Business Development Manager / Deputy Program Manager

Developed 2 businesses: first with the Government team and then with the Banking and Insurance team while meeting then exceeding targets. Developed customer relationships, sourced solutions through partners and defined technical / business solutions based on the needs, wants and pain points of customers.

- Developed banking business based on SWIFT solutions primarily on Service Bureau and a proprietary mapping and workflow application.
- Acted as a bid manager by for high value government RFIs and RFPs. Led in the creation of several technical and price proposals. Negotiated SOW with internal and external resources to ensure winning bid and project success while keeping an eye on price.
- Created strategic business plans, business partner plans and go-to-market plans to align all stakeholders expectations

IBM China / Hong Kong Limited (2007 – 2008)
Senior Consultant



Worked as a management consultant on feasibility studies and business process re-engineering projects. Performed "As Is" and "To Be" state analysis and worked closely with line managers, senior staff and executives to define the transformation of their business. Utilized several innovative consultancy tools to acquire and deliver the right information in order to executive on projects efficiently and effectively.

- Worked primarily for Business Intelligence / Customer Resource Management team and the Strategy and Change team
- Worked in both the public and private sectors

General Motors (USA) (2004 – 2005)
Data Warehouse Manager



Managed GM Call Center data warehouse that pulled data from 4 call center sites throughout the United States. Initially, reports from this warehouse were manually created by my team. Our customers were GM's Data Analyst and Six Sigma teams. Quickly understand the business of our customers, their pain points and come up with a solution to improve their performance. Assessed several Business Intelligence applications and was a strong influencer on selecting the right solution. Managed the implementation of the BI solution.

- Managed the expectation and satisfaction of customers
- Delegated workload and assigned jobs to subordinates based on their skills and availability
- Evaluated the performance of subordinates and utilized a coaching technique in managing them

Zenacomp, Incorporated (USA) (2003 – 2004)
Web Engineer



Sourced, sold, developed and implemented my own web development projects. Sold several projects one of them being a Business Intelligence development. These one-off projects entailed gathering user requirements, designing web solution, developing the application or website, test and implement. Throughout the entire process, I had to be very aware of scoping issues and constantly managed the customer expectations.

Comshare Incorporated (USA) (2000 – 2003)
Software Engineer



Used a wide range of technologies from Delphi 16-bit to ASP.Net, Analysis Services and SQL Server in developing Business Intelligence applications. Worked with the Product Management team to acquire user requirements and transform them to technical designs. Lead a team to develop a web financial application using the latest technologies. I received an internal recognition for my efforts.

University of Michigan Health System (USA) (1993 – 2000)
Programmer Analyst
Financial Analyst
Financial Clerk



Accumulated around 7 years experience in the Health Care industry through my time at U of M. Was the catalyst in reducing the unbilled accounts by US\$40 million through TQM techniques. Examined reimbursement policies and conducted complex analysis on payment verification and settlement. Worked with the PeopleSoft application and help implement the financial module and performance tuned their processes.

SKILLS

Technology Solution Definition

Have deep understanding in each solution from a business and IT standpoint and the benefits that they offer.

Business Intelligence (Performance Analytics, Big Data), Master Data Management, Enterprise 2.0 (Social Networking), Customer Relationship Management, Enterprise Resource Management, Software-as-a-Service (SaaS)

Industry / Region Understanding

This lists the areas where I have experience and / or good understanding of the business climate and its workings.

Information Technology, Banking and Finance, Healthcare, Government and Public Institutions, Automotive, North America (USA and Canada), Hong Kong / Macau, Asia Pacific

EDUCATION

Master of Business Administration
Chinese University of Hong Kong
Graduation Year – 2007

Rank 28th in the World – Financial Times

Master of Science in Information System
Eastern Michigan University
Graduated Year - 2000

Bachelor of Business Administration in Accounting
Eastern Michigan University
Graduated – 1997

LANGUAGES

- English – Native
- Indonesian – Intermediate
- Malaysian – Intermediate
- Cantonese – Basic