KENNETH **LIM CZE VIN**

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EXECUTIVE SUMMARY

I am an accomplished leader with a proven track record in leading teams and managing agile delivery across the entire innovation plus product development and management lifecycle. I have led teams locally and globally to define, design and build scalable solutions from concept through to market across multiple platforms for millions of users worldwide. By combining my product and project management experience with technical expertise on modern digital architectures, I specialize in guiding teams to deliver value quickly and effectively, at speed and at scale.

CORE SKILLS & CERTIFICATIONS

- Technical Skills
  - Cloud Platforms
    - AWS, Azure, GCP
    - Elastic Cloud Enterprise (ECE)
  - API Management
    - Apigee, Kong, AWS APIM, SoftwareAG, Akana, Gravitee, Tyk
  - Development Languages
    - Nodejs, C#
  - Digital Architectures
    - APIs & Microservices
    - Event-driven

- Non-Technical Skills
  - Product Development & Management
  - Innovation Management
  - Design Thinking, Lean Start-up Approach
  - Project Management (Lean-Agile)
  - Business Development
  - Strategy & Consultancy
  - Enterprise Architecture
- Certifications
  - AWS Solution Architect Associate
  - Certified SAFe® 5 Scrum Master

PROFESSIONAL EXPERIENCE

MAY 2024 – CURRENT

DIRECTOR OF TECHNOLOGY SERVICES, SUPCON INTERNATIONAL BUSINESS (SG)

[Roles & Responsibilities]

As the Director of Technology Services,

- I provide strategic and operational leadership in advancing SUPCON's digital transformation and industrial automation initiatives.
- I lead a team of solutioning engineers and industry experts to design and architect end-to-end solutions tailored to client needs, supporting opportunity pursuit, pre-sales engagements, and proposal development, ensuring that our solutions balance technical feasibility and commercial viability.
- I am also directly involved in go-to-market strategies for next-generation technologies such as Universal Control Systems (UCS), Time-series Pre-trained Transformers (TPT) as well as modern industrial UNS-based data platforms.
- I constantly engage with international clients and partners, representing SUPCON's technology capabilities in global forums and ensuring seamless integration across geographies.
- As leader of a core department, I am responsible for improving operational resilience and client satisfaction by unifying technology services under a cohesive strategy.
- I act as a bridge between executive leadership, engineering teams, and external clients, translating complex technical concepts into business value and driving stakeholder alignment.

AUG 2021 – MAY 2024

INNOVATION LEAD, NCS TELCO+ 5G & IOT TRANSFORMATION (SG)

[Key Achievements]

- Supported more than $20M worth of opportunities in the 5G & IOT sales pipeline
- Led a team of Management Associates to:
    - Develop 20+ different 5G & IOT industry specific solution offerings, targeting both local as well as regional markets such as Thailand, Philippines, and Indonesia
    - Identify and define a large repository of 5G & IOT use cases for a variety of industry verticals to support business development and sales effort
    - Create sales and marketing collaterals including the development and deployment of a microsite for each industry specific solution offering
    - Identify & engage 100+ partners as part of 5G & IOT ecosystem partner growth strategies
- Served as an Enterprise Architect (EA) cum Governance & Tooling Lead as part of a Large Telco organization in the Philippines to help establish the practice and operationalize EA
    - Helped drive strategic initiatives such as the establishment of an architecture review board (ARB), platform modernization road mapping, B2B transformation programme, common digital enterprise architecture repository, end-to-end architecture mapping as well as enforcement of governance through tooling.

[Roles & Responsibilities]

As an Innovation Lead,

- I lead innovation and product management for 5G & IOT related business both locally and regionally, to support the transformation of Singtel Group (NCS, Singtel, Optus) and Regional Associate Telcos (AIS, Globe, Telkomsel)
- I am responsible for directing innovation initiatives, identifying market trends, mapping out market dynamics, building competitive landscapes, pursuing new opportunities, and translating key insights into emerging products and offerings that will spearhead the growth of NCS's 5G & IOT business
- I own the innovation management process to effectively identify key opportunities, support business development strategies, and maximize Return of Investment (ROI) for 5G & IOT

JAN 2021 – AUG 2021

INNOVATION PRODUCT MANAGER, TEMUS (SG) (FORMERLY UST)

[Key Achievements]

- Defined an end-to-end innovation management approach by aligning the innovation process to delivery via a digital factory model.
- Defined the innovation strategy, offerings, and guiding principles to deliver *Innovation-as-a-Service* for both internal teams as well as client accounts.

[Roles & Responsibilities]

As an Innovation Manager,

- I lead the Innovation practice in Temus (A Joint-Venture between Temasek & UST Global).
- I am responsible for growing a culture of innovation within the company, leading new IP creation initiatives, defining service offerings to spearhead business development efforts, and expanding our innovation capabilities.

JAN 2020 – DEC 2020

DIGITAL BUSINESS INTEGRATION MANAGER, ACCENTURE (SG)

JAN 2018 – DEC 2019

DIGITAL BUSINESS INTEGRATION CONSULTANT, ACCENTURE (SG)

FEB 2017 – DEC 2017

DIGITAL BUSINESS INTEGRATION ANALYST, ACCENTURE (SG)

[Key Achievements]

- Led a time-critical project as the Solution Architect to successfully deliver a claims and training allowance management platform for the Singapore Government from design to production and launching the platform within 8 weeks to support fellow Singaporeans during the COVID pandemic.
- Led an Elastic Cloud Enterprise (ECE) delivery project for a large tobacco company as the Engagement lead to successfully deliver an ELK governance platform from concept to MVP in less than 3 months, successfully securing a follow-up contract to go to production by month 6.
- Delivered an API governance and strategy consulting project for a large oil & gas company, to define and lay foundations for internal teams as well as external partners on API best practices.
- Delivered an API migration project for the Singapore Government, successfully helping more than 10 participating government agencies migrate existing SOAP APIs to RESTful APIs.
- Delivered an API implementation project for a large utilities company, successfully developed and deployed 10+ RESTful APIs according to specifications.
- Spearheaded an internal start-up programme to integrate and publish Open APIs with key partners onto the internal developer's portal to accelerate prototyping and delivery.
- Led internal teams to deliver more than 10+ new assets as part of internal innovation initiatives.

[Roles & Responsibilities]
Digital Architecture Team – APIs, Microservices, Cloud Native & DevOps practices
- Part of a team of SMEs in cloud native technologies as well as APIs and Microservices
- As an *API and Microservices developer*, I was involved in delivery projects that dealt with the entire API management lifecycle (from strategy to engagement) for the client.
- As a *Solution Architect*, I was responsible for supporting sales and delivery as a domain expert and ensuring the success of projects involving modern digital architectures.
- As a *Certified Scrum Master*, I was responsible for coaching and mentoring Agile teams to deliver on client projects successfully.

Catalyst Team – Liquid Assembly, Lean Start-up & Design Thinking
- Part of a team of innovators striving to disrupt from within by empowering teams through a LiquidLean approach combined with modern digital architectures.
- As an *Innovation Product Owner*, I led teams to deliver prototypes rapidly using design thinking and liquid assembly methodologies, validating ideas using experimentation frameworks and scaling solutions using modern cloud technologies.
- As an *Innovation Evangelist*, I was responsible for driving the adoption of internal platforms through go-to-market strategies using various initiatives including campaigns, hackathons, webinars, as well as engagements with local universities and start-ups.

DEC 2013 – FEB 2017
PRODUCT DEVELOPER, RAZER (SG)
[Key Achievements]
- Led a local team as the Product Owner to turnaround and improve Razer Comms (a VOIP product) across multiple platforms, increasing new user acquisition and retention by more than 50%, effectively doubling the user base as well as daily active users.
- Led a global team as the Product Owner remotely to create Razer Arena (an industry leading tournament management platform), going from concept to MVP within 6 months before growing the userbase to ~300K within a year. The platform successfully achieved an average rating of 4.5 out of 5 stars for thousands of competitive matches organized.
- Defined, designed, and delivered more than 100+ features to delight fellow gamers.
- Led discussions and closed partnership deals with leading players in the industry including Riot Games, WarGaming, Valve, Twitch, Amazon as well as Microsoft.

[Roles & Responsibilities]
As a Product Developer / Manager,
- Created new IPs by putting together the core team, defining the requirements, working on the implementation, and leading the entire product development from concept to market.

- Built competitive landscapes, conducted market research, and analysed data to make sense of trends in the industry.
- Wrote the Product Requirement Specifications (PRS) to convey the requirements of the product.
- Constantly interacted with Design, Sales, Marketing, Engineering and Operations groups to execute the roadmap, as well as to manage and sustain the product through its lifecycle.
- Led teams to conceptualize and successfully launch product features by working closely with both Design and Engineers on various platforms throughout the delivery process.
- Engaged and worked with industry-leading partners strategically as part of ecosystem growth.
- Led negotiations with partners and other 3rd party vendors to ensure the success of key deliverables.

EDUCATION

AUG 2009 – DEC 2013

BACHELOR OF ENGINEERING, NATIONAL UNIVERSITY OF SINGAPORE

Major in Industrial and Systems Engineering (ISE)

JAN 2012 – JULY 2012

NUS OVERSEAS COLLEGE (NOC), TEL AVIV UNIVERSITY (TAU)

6 months' overseas internship at PageFlex (Israel) cum entrepreneurship program with NOC Strategic Innovation at Tel Aviv University (TAU)

APPENDIX

KEY PROJECT CREDENTIALS

NOV 2022 – FEB 2024

DIGITAL ENTERPRISE ARCHITECT, LARGE TELECOMMUNICATIONS COMPANY (PH)

[THE CLIENT]
- Largest telecommunications services provider in the Philippines operating mobile, fixed line, and broadband networks across the entire country

[THE CHALLENGE]
- Client needed to accelerate their digital transformation journey by growing and operationalizing an Enterprise Architecture (EA) practice to support their business needs.
- Lack of proper documentations, governance and adherence to best practices resulted in:
    - Sub-optimal CAPEX and OPEX utilization
    - Adoption of bad architecture designs and practices
    - Operational inefficiencies and challenges in incident resolution

[THE SOLUTION]
- A Build, Operate and Transfer (BOT) engagement model to support the growth of the practice while:
    - Establishing and operationalizing an Enterprise Architecture operating model
    - Enforcing governance through tooling and a common repository of architecture artefacts
    - Identifying and initiating strategic technology programmes

[MY ROLE / CONTRIBUTION]
- Part of a team of Enterprise Architects, leading multiple strategic initiatives to:
    - Establish EA best practices and guardrails to ensure compliance to standards.
    - Identify, validate, and operationalize an EA tool through a lean start-up approach
    - Consolidated and establish a common repository of artefacts
    - Review existing policies, standards, and guidelines to enforce governance through tooling
    - Continuously improve existing practices by left-shifting EA in core business processes

JUN 2020 – OCT 2020

ENGAGEMENT LEAD & SOLUTION ARCHITECT, LOCAL GOVERNMENT AGENCY (SG)

[THE CLIENT]
- Singapore Government agency responsible for issuance of training allowances to Singaporeans as part of nation-wide support package during the COVID-19 pandemic

[THE CHALLENGE]
- Client needed to design, develop, and deploy a claims management platform within 8 weeks to meet timelines announced
- Platform needs to be designed to support hundreds of organizations as well as thousands of citizens
- Platform needs to be ready to accept applications within 8 weeks, and successfully disburse the 1st wave of allowance by week 12
- Platform needs to support disbursement to thousands of bank accounts, with total pay-out of up to SGD 45,000,000 per wave

[THE SOLUTION]
- A claims management platform deployed onto Government Commercial Cloud (GCC) to enable:
    - Training organizations to submit claims on behalf of trainees

- o Government agency to review, approve/reject and manage claims submitted to collect necessary documents
- o Trainees to receive allowance paid direct to their bank account monthly
- o Integration to more than 10 different government agencies for federated login, payments, retrieval of citizen information and more.

[MY ROLE / CONTRIBUTION]
- Led the project as the engagement lead and solution architect
- Served as an architecture SME and consultant for multiple Singapore Government agencies involved to integrate with the system
- Translate client requirements into platform design documents for implementation
- Led a team of 5 to design, develop and deploy a claims management platform to production within 8 weeks, paying out its first wave of allowance by week 12
- Responsible for ensuring that the allowance is successfully disbursed to fellow citizens every month in a timely fashion
- Handled citizen feedback, including providing support across L1/L2/L3 to ensure that the platform run smoothly

OCT 2019 – APR 2020

ENGAGEMENT LEAD & SOLUTION ARCHITECT, LARGE MNC FMCG COMPANY (MY)

[THE CLIENT]
- A leading MNC FMCG client headquartered in London, UK and one of the largest tobacco company in the world

[THE CHALLENGE]
- Client needed to design, develop, and deploy an internal centralized governance platform for managing the consumption of Elastic technologies
- Lack of centralized governance resulted in client teams consuming Elastic technologies in silo and not adhering to best practices
- Platform needs to be designed to support multiple teams as tenants, deploying ELK (Elasticsearch, Logstash, Kibana) stacks in accordance to best practices
- Platform needs to be designed to support client's ongoing operations as well as future project requirements

[THE SOLUTION]
- A Centralized Governance Platform (powered by Elastic Cloud Enterprise) deployed onto client's private cloud infrastructure to enable:
  - o Development and publication of best practice ELK clusters as reference templates and guidelines
  - o Onboarding of teams onto the platform, to manage their own ELK clusters once approved and provisioned
  - o Centralized dashboard view for platform owner to have visibility of all ELK clusters deployed across the entire organization
  - o Effective management of ELK clusters for client teams to operate upon shared infrastructure to optimize cost and minimize waste

[MY ROLE / CONTRIBUTION]
- Led the project as the engagement lead and solution architect
- Served as a SME and consultant for the client team owning the platform
- Designed and deployed a centralized ECE platform to lay the right foundation and governance
- Co-designed reference architectures with Elastic for client teams to deploy best practice ELK architectures
- Prepared a Scope of Work for sign-off in both Phase 1 as well as an extension of the platform to deploy to production in Phase 2

- Handled internal client team feedback, including providing support during the engagement period to ensure that the platform run smoothly

JUN 2018 – DEC 2018

API & MICROSERVICES CONSULTANT, LEADING OIL & GAS COMPANY (MY)

[THE CLIENT]
- A leading Oil and Gas company, headquartered in Malaysia

[THE CHALLENGE]
- Client was getting started on their API journey, and needed to apply API governance and strategy best practices
- As part of the engagement, the client wanted to develop an API governance and strategy reference document containing best practices, guidelines, reference architectures as well as case studies to educate both internal teams as well as external ecosystem partners

[THE SOLUTION]
- An API governance and strategy best practice consultation engagement to:
  - Raise awareness and educate the client team on the importance of API governance and strategy
  - Lay an API-centric foundation, help establish governance through API best practices, whitepapers, and reference architectures
  - An "Architecture as a Scrum" framework designed to help the client design a modern digital architecture in agile fashion
  - An API governance and strategy best practice guideline document for the client to distribute both to internal teams and externally to ecosystem partners

[MY ROLE / CONTRIBUTION]
- Part of an API governance and strategy consulting project as an API SME and consultant for the Chief Digital Officer (CDO) and digital team
- Presented to CDO and client's digital team as part of sharing sessions, workshops as well as final submission of deliverables
- Designed and defined an "Architecture as a Scrum" framework to iteratively build and continuously improve client's architecture by applying lean start-up principles to design and development
- Owned the delivery of an API governance and strategy best practice guideline document for the CDO team

JUN 2015 – DEC 2016

RAZER ARENA PRODUCT OWNER, RAZER (SG)

[PRODUCT INTRODUCTION]
- Razer Arena is a next-gen competitive gaming platform, designed to make organizing and competing in game tournaments easier than ever. Arena is integrated with popular e-sports gaming titles including Dota2, CS:GO, Battlefield 4, League of Legends as well as WarGaming to provide a seamless, fully automated tournament management system to transform the organization of virtual e-sports tournaments.

[MY ROLE / CONTRIBUTION]
- Led a global team (across US and EU) as the *Product Owner* of Razer Arena
- Created new IP for Razer by putting together the core team, defining the requirements, working on the implementation, and leading the entire product development from concept to market.
- Built competitive landscapes, conducted market research, and analysed data to make sense of trends in the industry.
- Wrote the Product Requirement Specifications (PRS) to convey the requirements of the product.

- Constantly interacted with Design, Sales, Marketing, Engineering and Operations groups to execute the roadmap, as well as to manage and sustain the product through its lifecycle.
- Led vendor engagements and secured partnerships with industry leading players such as Riot, Valve, WarGaming and other AAA studios

[KEY ACHIEVEMENTS]
- Created new IP for Razer from ground up by jointly collaborating with key strategic partners
- Designed, defined, and developed an MVP platform within 6 months
- Beta launched and grew user base to 300K+ unique users within 6 months from launch
- Achieved 4.5 out of 5-star ratings for more than 5,000 rated matches
- Product evolved to become an industry leading platform (1st fully automated e-sports tournament platform in the world) before eventually spinning off to become part of a standalone listed company in Australia

JAN 2014 – DEC 2016

RAZER COMMS PRODUCT OWNER, RAZER (SG)

[PRODUCT INTRODUCTION]
- Razer Comms is a free *all-in-one communications solution and social platform for gamers*, offering crystal-clear VoIP and seamless instant messaging with a group of friends both in and out of game. Create or join a community to engage your fans and connect with your esports idols. Bring the world of gamers together on Razer Comms.

[MY ROLE / CONTRIBUTION]
- Led a local team as the new *Product Owner* of Razer Comms
- Built competitive landscapes, conducted market research, and analysed data to make sense of trends in the industry.
- Wrote the Product Requirement Specifications (PRS) to convey the requirements of the product.
- Constantly interacted with Design, Sales, Marketing, Engineering and Operations groups to execute the roadmap, as well as to manage and sustain the product through its lifecycle.
- Engaged and worked with industry-leading partners strategically as part of ecosystem growth.
- Led negotiations with partners and other 3rd party vendors to ensure the success of key deliverables.

[KEY ACHIEVEMENTS]
- Revitalized Razer Comms by enhancing the user experience & revamping the architecture to a modern stack.
- Simplified the software by going "back to basics" while introducing new software features to refresh & turnaround the product
- Grew user base from 250K+ to 1M+ unique users as a result of changes introduced
- Tripled peak concurrent usage as well as Daily Active User (DAU) & Monthly Active User (MAU)