

---

# TRAINER PROFILE

**Name** : Kui Tze Lin

**Nationality** : Malaysian

**Academic Qualification:**

University of Nottingham – Master's degree in Electrical and Electronic engineer. (First Class Honors)

**BACKGROUND:**

Experienced consulting in the IT industry focusing on supporting the operations of supply chain planning and optimizing solutions. Started career in IT as a technical/application support consultant. In less than 2 years, he was promoted as the Team Lead to set up and run 24/7 support operations before taking up the role as an Account Manager in 2017.

As a grew up in a family of educators are potential life changers and able to facilitate someone to be successful in life. Since his high school and college days, he enjoyed imparting his knowledge to his peers who needed help by organizing group study sessions. Once he finished his A-level examinations, he was teaching in a primary school for half a year before he started university. After he graduated, he continues to deliver customized 1-on-1 tutoring high school pupils during weekends simply because he loves teaching and helping other.

**PROFESSIONAL QUALIFICATION :**

An experienced consultant in the IT industry focusing on supporting the operations of supply chain planning and optimizing solutions.

**TECHNICAL EXPERTISE:**

- ITIL ® Foundation, APMG
- ITIL ® Practitioner, APMG
- ITIL ® Intermediate Life Cycle – Service Operation, PeopleCert
- ITIL ® Intermediate Capability – Operational Support and Analysis, PeopleCert
- ITIL ® Intermediate Lifecycle – Service Transition, PeopleCert

**WORKING EXPERIENCE:**

- Account Manager in Dassault Systems (Mar 2017 to June 2018)
  - 2<sup>nd</sup> Line Support Team Lead in Quintiq (Apr 2016 to Feb 2017)
  - 2<sup>nd</sup> Line Support Specialist in Quintiq (Jan 2015 – Mar 2016)
  - Software Support Specialist in Quintiq (Sept 2014 – Dec 2014)
-