

Yik Tatt Ong

Regional IT Manager · Service Delivery & End User Computing · Multi-Country IT Operations
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SUMMARY

Regional IT manager with 12+ years in enterprise IT, running service delivery and end-user computing across Singapore, Japan and South Korea — Microsoft Intune, Microsoft Entra ID, Conditional Access and Group Policy across a mixed Windows and macOS fleet, with least-privilege identity governance and audit-ready device compliance baselines. **Owns ITIL-aligned service operations end to end** — major incident coordination, change assessment and approval, problem management, vendor service reviews and monthly service performance reporting across a distributed regional vendor ecosystem. **Restructured an 8-person support operation into specialised delivery and support units**, transferring ownership to autonomous leads and lifting client onboarding capacity by 40%; later promoted from IT Specialist to IT Manager to own regional delivery across three markets. **Directed recovery of a Tier-3 data centre failure** as major incident owner, restoring production service with minimal disruption. ITIL 4 Foundation certified; Microsoft Certified: Azure Administrator Associate (AZ-104); AWS Certified Solutions Architect and CloudOps Engineer. **Available for interviews immediately; available to start January 2027.**

SKILLS

Service Delivery, Vendor & Team Leadership: Multi-Country IT Operations (SG / JP / KR) · Vendor-Led Service Delivery · Vendor Performance & SLA Compliance · Contract, Renewal & Escalation Management · IT Budget Ownership · Team Structuring & Capability Building · Stakeholder Management

IT Service Management: ITIL 4 Foundation · Major Incident Coordination & Escalation · Change Assessment & Approval · Problem Management & Root-Cause Analysis · Service Desk Operations & Workflow Design · SLA & KPI Monitoring · Service Performance Reporting · Vendor Service Reviews · Continual Service Improvement · ServiceNow (user) · Jira / Jira Service Management (user)

End User Computing & Endpoint Management: Microsoft Intune · Ivanti Endpoint Management · Conditional Access · Device Compliance Baselines · WSUS Patch Management · Device Lifecycle & Asset Management · Unified Communications (Microsoft Teams Rooms) · Windows & macOS · PowerShell & Batch Automation

Systems & Platforms (Technical Grounding): Windows Server (administration, troubleshooting, standard build imaging, patch compliance) · VMware vSphere (administration) · DNS · Server & Hardware Lifecycle Management

Identity & Access Management: Microsoft Entra ID (Azure AD) · Active Directory (AD DS) · Group Policy (GPO) · Microsoft 365 · Identity Lifecycle Management · Least-Privilege Access Control

AI Tools & Automation: AI-assisted script development and debugging (PowerShell automation) · AI-assisted drafting of employee communications and service notices · Validating AI-generated output before implementation

EXPERIENCE

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| Wargaming Asia | Feb 2023 – Dec 2026
<i>Singapore</i> |
| <i>IT Manager, APAC</i> | <i>May 2025 – Dec 2026</i> |
| <ul style="list-style-type: none">Own regional IT operations across Singapore, Japan and South Korea as the sole internal IT resource — holding a S\$100K annual operating budget, vendor performance and SLA compliance, and directing vendor-supplied engineers against response and resolution targets.Own regional incident escalation across three markets, coordinating vendor engineers and holding communication with business stakeholders through to service restoration.Apply problem management to recurring incident patterns — introducing proactive Zabbix monitoring for printers, Microsoft Teams Rooms systems and virtual machines, cutting recurring incident escalations by 20%.Govern change for regional IT initiatives across Singapore, Japan and South Korea — validating readiness, piloting locally and sequencing deployments to avoid business disruption.Continue to own Singapore end-user computing hands-on alongside the regional remit — Active Directory and Group Policy administration, unified communications including Microsoft Teams Rooms, and patch compliance.Remain technically hands-on at manager level — troubleshooting Windows Server and VMware-hosted workloads and resolving systemic issues through structured root-cause analysis. | |
| <i>IT Specialist, APAC</i> | <i>Feb 2023 – May 2025</i> |
| <ul style="list-style-type: none">Administered endpoint compliance and configuration baselines for a mixed Windows and macOS fleet using Microsoft Intune, Microsoft Entra ID (Azure AD), Group Policy and Conditional Access.Developed PowerShell automation for Secure Boot certificate validation and language-pack deployment — using AI-assisted development to accelerate script authoring and debugging — cutting manual device setup time by 20%.Owned end-to-end identity access lifecycles — user provisioning, Active Directory group management, least-privilege access and offboarding. | |
| TabSquare | Jun 2022 – Feb 2023
<i>Singapore</i> |
| <i>Operations Manager</i> | |
| <ul style="list-style-type: none">Restructured an 8-person support operation into two specialised units — Project Delivery and Technical Support — separating deployment work from reactive maintenance and cutting client deployment time by 20%.Standardised end-to-end client onboarding and transferred day-to-day ownership to autonomous team leads, lifting client onboarding capacity by 40%. | |

- Designed and delivered technical training that built independent troubleshooting capability across the team, reducing reliance on escalation.
- Partnered with Product Engineering on recurring defect trends from live deployments, feeding operating issues into product release planning.

SAFRA

May 2021 – Jun 2022

IT Infrastructure Lead

Singapore

- Led migration of core enterprise applications — including Microsoft Dynamics AX ERP and gaming systems — into Tier-3 co-location facilities as part of a S\$2M digital transformation programme, with minimal production downtime.
- Directed the response to a major incident in which a Tier-3 data centre SAN failure took production workloads offline — coordinating recovery across vendors, holding stakeholder communication and driving restoration of service.
- Held change approval authority for infrastructure changes — assessing risk, impact and readiness, and scheduling implementation windows to avoid service disruption.
- Administered Active Directory and Group Policy for the corporate environment, controlling user access and enforcing configuration standards.
- Managed WSUS patch deployment across the server and endpoint estate, and administered the Ivanti endpoint management estate.
- Administered identity and access management across Microsoft Entra ID (Azure AD) and Microsoft 365 — least-privilege access control, user provisioning and group management.
- Governed corporate IT hardware leasing lifecycles, asset discovery and deployment schedules across an enterprise fleet of 300+ connected devices within a S\$100K annual hardware fleet budget line.
- Served as final escalation owner for systemic infrastructure issues, and supervised outsourced desktop support vendors against agreed service levels.

McDonald's Singapore

Dec 2017 – May 2021

IT Consultant II

Singapore

- Managed outsourced IT vendors against SLA and availability commitments across 135 restaurant outlets — 500+ self-order kiosks, 1,000 POS terminals and 2,000 kitchen display systems.
- Ran monthly service reviews with the outsourced vendor service desk and reported service desk performance to management — holding vendors to agreed SLAs and translating incident and request trends into prioritised service improvements.
- Reviewed service tickets to identify recurring causes and applied permanent fixes to stop issues recurring rather than closing them repeatedly.
- Engaged 135 restaurant outlets monthly to surface technology pain points before they escalated, feeding findings into the service improvement backlog.
- Administered Active Directory and Group Policy across the corporate estate, controlling user access and enforcing device configuration standards at 135 outlets.
- Led hardware staging, configuration and readiness for the nationwide rollout of the McDonald's App across 135 outlets.

Systems Design

Dec 2013 – Dec 2017

IT Field Technician

Singapore

- Wrote a Batch automation script during the WannaCry ransomware outbreak, scanning 60+ retail sites for exposure, collating results to a central server for triage, and prioritising patching of affected devices.
- Logged, tracked and resolved incidents and service requests in ServiceNow, building the ITIL-aligned service management discipline applied in later roles.
- Delivered on-site hardware deployment and maintenance for point-of-sale and kitchen display systems across new client site openings, including McDonald's Singapore outlets.
- Built a diagnostics script (Batch) to extract hardware models, IP addresses and serial numbers from client endpoints, replacing manual asset tracking during rollouts.

CERTIFICATIONS

ITIL 4 Foundation (<i>Certificate ID: GR671273878OY</i>)	May 2021
Microsoft Certified: Azure Administrator Associate (AZ-104)	Oct 2026
AWS Certified CloudOps Engineer – Associate	Aug 2026
AWS Certified Solutions Architect – Associate	Jul 2026
AWS Certified Cloud Practitioner	May 2026

EDUCATION

Temasek Polytechnic

Sep 2020 – Oct 2022

Diploma in Infocomm and Digital Media

Singapore