

Ben Teh

IT Project Manager & Consultant

Kuala Lumpur, Malaysia · Project Consultant at Ez Edtech Solutions

Sixty-plus network deployments across Southeast Asia's luxury hotels. A 700,000-item RFID tracking programme. I'm the person who keeps the tech, the vendors, and the deadline moving in the same direction — until it ships.

Mensa International Member

Master of Information Technology

5 Languages

01 About Me

I turn complex, high-stakes technology projects into things that actually ship. I've rolled out enterprise networks for **luxury hotels across five Southeast Asian countries**, and today I lead a **700,000-item RFID linen-tracking programme** — often as the person holding the tech, the vendors, and the deadline together. The projects I want are the tangled ones: many parties, real consequences, no clean template.

I'm a versatile IT professional with a **Master of Information Technology**, working across project management, data analytics, and software development. As a member of **Mensa International**, I bring structured, analytical thinking to every engagement.

What clients tend to remember, though, is that I spot problems early, keep multiple vendors pulling in the same direction, and hold the line on scope, timeline, and quality — from kickoff through to handover.

60+

Projects
Delivered

5

Countries
Deployed

5

Languages
Spoken

700K+

Items Tracked

02 Key Achievements

60+

Per-hotel network deployments delivered across **5 countries** — Malaysia, Thailand, Vietnam, Indonesia & Singapore.

4-5★

Deployed enterprise Wi-Fi & networking for **luxury hotel brands** including Four Seasons, Hyatt & Banyan Tree.

MENSA

Mensa International member — top-percentile analytical and problem-solving ability.

M.IT

Master of Information Technology — blending project delivery with data & software expertise.

03 Skills & Expertise

Project Management

Scope, timeline, budget, people — held together end-to-end and driven to done.

Planning

Stakeholder Mgmt

Trello

Jira

UAT & Handover

Agile mindset

Data Analytics

Numbers turned into decisions — reporting and analysis that changes what happens next.

Analytics

Hadoop

BI Tools

Reporting

Software Development

Enough hands-on programming and database depth to call a vendor's bluff — and the testing discipline to make a fix prove itself before it's closed.

Programming

Database Design

System Testing

Issue Tracking

Leadership & Delivery

Clients kept close, vendors kept honest, teams kept moving — quality non-negotiable.

Team Leadership

Client Relations

Microsoft Office

AI Orchestration & Governance

Directing teams of AI agents to build real, governed software — and being the human verification layer that catches what a green test suite misses. Security threat-modeling, review-diversity across models, and a "no test counts until you've watched it fail on a planted bug" discipline.

AI Orchestration

Threat Modeling

Verification & QA

Governance Design

Human-in-the-Loop

Mutation Testing

04 How I Work

Four habits, learned the hard way across hotel rollouts, an RFID programme, and a codebase built by AI agents.

01

Understand before committing

Requirements first, vendors second. Most failed rollouts were mis-scoped long before anyone touched hardware.

02

Pick partners on evidence

Vendor selection built on a technical case, not a brochure — then hold them to what they signed up for.

03

Surface risk early, loudly

The cheapest problem is the one caught before production. I'd rather raise an awkward flag in week two than explain an outage in month six.

04

Verify — don't take "done" on trust

Green tests and status reports are claims, not proof. I check the thing itself, on the real system, before calling it delivered.

05 Featured Projects

Networking · Hospitality

Luxury Hotel Network Deployments — SEA

PROBLEM

Luxury hotels need guest and back-of-house connectivity that simply never fails — across sites, brands, and five countries with different teams and constraints in each.

WHAT I DID

Ran the coordination layer between my team and the client's. Held the kick-off meetings that aligned both sides: what my team would deliver and watch out for, and how the hotel's people would accommodate and assist them. Fronted the relationship with hotel IT managers and directors — chasing the missing information my team was blocked on, absorbing the complaints, running the UAT checklist and handover, and pushing sign-off through so finished work actually closed.

RESULT

Sixty-plus per-hotel deployments closed for brands including Four Seasons, Hyatt, and Banyan Tree across Malaysia, Thailand, Vietnam, Indonesia, and Singapore — access point and hardware refreshes, gateway rollouts, firewall installs.

THE HARDEST ONE

An earthquake hit on day one of the Thailand deployment. The schedule stopped being the point — I got my engineers to safety and stayed in contact until I knew they were fine, then made sure the client's people were accounted for. Only after that did we go back for the equipment and rebuild the plan. With Songkran falling immediately after, I worked the timeline around both and still closed the project before its deadline.

60+

deployments closed

5

countries

4-5★

hotel clients

Access Points

Switches

Gateways

On-site Rollout

Stakeholder Mgmt

Laundry Care — RFID Linen Tracking

PROBLEM

An operation tracking **700,000+ linen items** was stuck with an incumbent system that couldn't deliver: poor read accuracy, no item-level counts, weak reporting, and instability that broke under 24/7 use — backend errors surfacing to the people trying to run the floor.

WHAT I DID

Led the integration as a custom software house stepping onto unfamiliar RFID ground. Sourced and filtered vendors, then put shortlisted options to the client across three fronts: RFID hardware and installation, fabrication for the stations, and the non-RFID PC hardware and peripherals around them. Held the timeline and flagged risks early enough to head off costly mistakes before production.

A FIND WORTH FLAGGING

The incumbent system's item codes couldn't express a distinction the business runs on: linen the laundry owns and rents out, versus linen the hotel owns and only pays to have washed. For the hotel-owned half, nothing separated RFID-tracked stock from hand-counted stock — the only way to know was to ask the operations team. I traced it, disproved the working assumption that a property is either all-RFID or none (one had 13 of 20-plus linen types tagged), and got a shared definition agreed across teams before the counts turned into invoices.

WHERE IT STANDS

In delivery. With the system nearly done the client swapped in an almost entirely new core operations team, so the job now is onboarding them onto decisions already made — managing expectations and holding the scope line against a fresh round of change requests.

700K+ **24/7** **Multi-vendor**
linen items reliability target integration

Vendor Selection

Vendor Management

Systems Integration

Risk Management

Change Management

RFID / UHF

Timeline Delivery

Personal Project · AI Orchestration

One-Man-Show — Directing an AI Agent Company

PROBLEM

Can one person run a company through AI agents without the whole thing quietly going wrong? AI writes code fast — and confidently ships defects its own passing tests never catch.

WHAT I DID

Directed the build and owned the governance: executive core, human-approval gate, tamper-evident audit log, and a three-brain fallback ladder. I set direction, made the security calls, and acted as the verification layer — the AI wrote the code, I decided what was true.

RESULT

Caught an emergency-stop control failing silently under load while 171 tests passed, and drove mutation testing that exposed a safety gate as effectively unguarded. Same job as managing vendors — the workforce just happens to be AI.

850+

automated tests

3-brain

fallback, hardware-proven

0

dependencies

AI Orchestration

HITL Governance

Mutation Testing

Threat Modeling

Multi-Agent Systems

06 Experience

Jul 2025 - Present

CURRENT

Malaysia

Project Consultant

Ez Edtech Solutions Sdn Bhd

Delivering client technology projects for a custom software house. Currently leading the 700,000-item RFID linen-tracking programme: sourcing and shortlisting vendors across RFID hardware, station fabrication, and PC hardware, holding scope and timeline, and keeping the client's operations and finance teams working from the same definitions.

Jun 2023 - Present

Sydney, Australia · Volunteer

Head of Membership

VOLUNTEER

Australian Malaysian Singaporean Association

Volunteering to lead the membership function of a non-profit community association connecting the Australian, Malaysian, and Singaporean communities — membership growth, engagement, and events.

Jul 2024 - Jun 2025

Malaysia

Project Engineer

LinkBroad Technology (M) Sdn Bhd

Coordinated enterprise networking rollouts — access points, switches, and gateways — at luxury 4-5★ hotels including Four Seasons, Hyatt, and Banyan Tree. Ran kick-off alignment for both sides, fronted the relationship with hotel IT managers and directors, unblocked my delivery team, and drove sign-off so projects closed. Involved in closing 60+ across Malaysia, Thailand, Vietnam, Indonesia, and Singapore, many picked up mid-flight.

Jan 2024 - Jun 2024

Simpang Empat, Penang, Malaysia

Data Analyst

Hotayi Electronic (M) Sdn Bhd

Data analysis and business-intelligence reporting for an electronics manufacturing environment, alongside software development. Led the implementation of new features delivered by external vendors — the work that pulled me toward project delivery.

Apr 2023 - Oct 2023

Berkeley, NSW, Australia · Part-time

Information Technology Administrator

Nan Tien Temple

Day-to-day IT administration for a large community organisation.

Nov 2021 - Dec 2021

Australia · Internship

Student Consultant

Practera

Produced a financial funding recommendations report and spreadsheet for an Australian non-profit startup (Boxhead Plastics).

07 Education & Languages

Education

Master of Information Technology

University of Wollongong · Jul 2021 - Feb 2023

Majors: IT Strategic Management, and Enterprise Networking.

Bachelor of Information Technology

University of Wollongong · Mar 2019 - Jun 2021

Major: eBusiness.

Languages

Mandarin

Native

Cantonese

Native

English

Fluent

Bahasa Malaysia

Intermediate

Spanish

Elementary

08

Let's Work Together

A rollout that needs a steady hand, a vendor maze that needs untangling, or a role that needs someone who ships — if any of that sounds familiar, my inbox is open.

Based in Kuala Lumpur, Malaysia — working across Southeast Asia

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