



# Alex Wong

Principal Consultant |

Head of the SIAM and Service Management

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## Certifications

- ✓ ITIL Version 3 Intermediate Release, Control and Validation; ITIL Version 3 Foundation & ITIL 4 Foundation Certificate in IT Service Management
- ✓ Managing Enterprise Projects
- ✓ Managers Certificate in IT Service Management / Service Delivery
- ✓ Executive Coaching Skills for Executives, AGSM
- ✓ Futures and Options trading, Kuala Lumpur Options and Futures Exchange (KLOFFE), Malaysia
- ✓ Development Application using Informix 4GL
- ✓ OS/2 LAN Implementation and Administration
- ✓ Bachelor of Science (Computer Science) - University of Technology Sydney (UTS)
- ✓ ServiceNow Certified System Administrator
- ✓ Transit9 Certified Administrator | Implementor
- ✓  Halo Certified Systems Administrator

Alex is a seasoned professional with extensive experience in managing and implementing changes across people, processes, and technology within the **IT Service Management (ITSM)** and **Service Integration and Management (SIAM)** frameworks. He excels at driving transformative initiatives that enhance efficiency, standardisation, and productivity across multi-sourced environments.

With a strong focus on automation, integration, and process standardisation, Alex is passionate about leveraging **practical, innovative, and emerging technologies** to streamline ITSM and SIAM operations. He is particularly adept at transforming manual, error-prone tasks into **automated, reliable, and repeatable processes**, ensuring seamless service delivery and improved operational maturity in complex IT ecosystems. His specialties include:

- Vendor management (Relationship Management, Negotiating/Reviewing Contracts and SLAs)
- IT Financial Management (P&L ownership & Mgt)
- Automation/Orchestration/Integration and ITSM
- Conflict and Resource Management
- Service Delivery, Transition and Operations Management
- IT Strategy, Security and Risk
- Management of SaaS and Cloud Offerings
- IT Process Development and Enablement of DevOps Methodologies
- Leadership in Driving the Management of Change
- Implementing LEAN initiatives through automation

## Skills and Expertise

- Halo Platform Expert
- Advisory
- IT Service Delivery, Transition and Operations Management
- Management of Change
- Operational Technology
- Service Integration and Service Management
- Service modelling
- Programme Delivery
- Business Analysis
- Automation, Orchestration, Integration and ITSM
- Transport Industry Subject Matter Expert

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