



# June 2020 Promotion Talent Reflections

As a company that thrives on knowledge sharing, the reflections of our Talents play an essential role in helping our elite sports team learn and develop together. Whenever 1 Talent grows, all 6,000 of us usually does so too! Representing a broad range of our 84 newly promoted Talents, the following reflections serve to both inspire and enlighten fellow Talents with the kind of stand-out thinking and action required to advance as HKBN leaders.



# Angus SF Chan

Co-Owner & Manager -  
Customer & Technical Service

## **My HKBN journey**

Since first joining HKBN as a Customer Service Executive, I have now been with the company for more than 15 years. In that time, there have been many changes, opportunities and challenges (mergers and integration with NWT / ICG / WTT / JOS / supporting various teams & our Guangzhou call centres) that pushed me to grow, including proudly becoming a Co-Owner via our CO2 & CO3+ plans.

## **Tips to motivate yourself**

1. Nothing is impossible - turn “No” into “Yes”.
  - Try to think how you can change the answer from “Cannot” to “Can”
2. Change
  - If you find the role / job you are doing has stayed the same over the past few years, you should act on how to change and improve this.
3. Team Work
  - You need to trust your team members and share the knowledge. Since we have many new teams (1-HKBN), expertise is one of our powerful weapons. As leaders, never be afraid to seek help from other teams.
4. Don't fear failure
  - Many success stories often begin with failure, don't be disappointed and find a way to see how to turn failure into success

Believe in yourself. You can do it!

# Tracy Chan

Senior Officer -  
Corporate Social Investment

Perhaps I don't have many special talents, but one thing I do have is that I am passionately curious. If you're not passionate, you'll never stand out. This was the belief I had that drove us to organise the first ever CSI Fund cruise ship event, to stand out and promote our programme of cyber wellness. We dared to be game changers! "Let's do what we love and do a lot of it." Let your purposeful dreams set sail NOW!

## **Message to HKBNers**

I'm now one of the core Talents driving purpose-driven initiatives for community, volunteerism and ESG measures. I would say, Corporate Social Investment is a relatively "new" approach for business. This contrasts with most traditional companies which focus on corporate social responsibility, preferring to simply donate money or volunteer a few days annually.

For HKBN, we are telling a different story to go beyond pure philanthropy in order to drive sustainability and betterment for those we help. We don't have hard rules to follow, nor model cases to copy. With management's encouragement and teammate's support, I got many "first times" throughout the years: the first ever CSI Fund public event on a cruise ship to promote cyber wellness, the first time 9 volunteer activities were organised for a single Volunteer Day, and more. In every instance, I always remind myself failure isn't fatal, but failure to change might be. Knowing this, I must stay hungry to learn new things and dare to be a game changer. There have been many roadblocks that we've experienced, like engaging NGO partners who have low tolerance to try new things, or partners disliking timelines for being too tight to accomplish... Although we may encounter many defeats, but we must not be defeated. The truth is every process brings precious experiences that make you grow. Never let those excuses ruin your aspiration. Persistence, together with your determination, helps carry you forward. What Marc Jacobs says hits the mark! For me, no matter how stable and secure a career is, more importantly, make sure you love and enjoy what you do. Don't forget the simple yet fundamental requirement – your PASSION. Passion is the energy that keeps us going, ultimately, it will be the driving force for us to reach for the stars!

# Calvin Yip

Co-Owner & Manager -  
Solutions Consulting

7-years of service at HKBN has challenged and transformed me with opportunities to develop and contribute. Back in 2005, I was a network operator at Y5ZONE, and later became an engineer implementing Wi-Fi hotspots and other projects. Following HKBN's acquisition of Y5ZONE, I was assigned a new role as a Pre-sales Technical Consultant focus on our Enterprise Solutions business. Given the many opportunities to interact with clients, I was thrust into the business world and came away with my mindset, viewpoint and competency strengthened and much more mature.

## **Listen, Learn, Inspire!**

We can learn from listening to knowledgeable people that we respect. Besides that, I've found that I can also learn from teammates, subordinates and the people I meet. When I truly listen, I become inspired by what they know. When listening, I become more aware of what I can learn from just about anyone.

Keep your mind open, and you will be amazed by how much you can learn from listening.

## **Think positive and be confident**

Success will not happen if you lack positive thinking and confidence. No one but you is stopping you from achieving your goals. It's time to identify the areas in which you doubt yourself and remove those barriers.

# Lee Lai Mei, May

Assistant Officer - Procurement

I started my HKBN career as a Quality Control Clerk for our International Business Department. My duty was to validate the signal quality of IDD long distance phone network. I was later promoted and given the responsibility to evaluate which carriers provided the best cost-to-quality proposition for our company. In May 2015, I transferred to our Procurement Department and took up responsibilities overseeing everything from purchase orders to the Apple Portal, import licenses for Cisco, and much more. My previous and current roles are quite different, but this is the reason why I have learned so many different skills.

To my fellow HKBNers, build up the courage to try and accept the challenge!

# Wayne Chan

Officer - System Support

Since 2015, my journey with HKBN has been, to put it simply, exciting. As my teammates are positive and results-driven, they have all been willing to pitch in and finish tasks on time or provide support whenever it is spontaneously needed. They always told me not to only focus on success or failure, being self-motivated and confident to try is much more important.

Since the outbreak of the novel coronavirus pandemic, our jobs have dramatically changed. HKBN allowed most Talents to work from home to reduce the interactions between colleagues, and in a unique way, our team had to deal with this issue. As essential frontline Talents, we needed to be in the office throughout this period to make sure critical services would stay operational for customers. It was a new challenge for me, but we overcame it and learnt a lot from this special experience.

# Chan Pak Yin

Service Technician

I've served at HKBN for 2 years now and it has been a meaningful journey. Before getting this job, I was a real estate agent. Put simply, I was lacking in the skills and knowledge needed for this job. During my training period, I prepared every day so that I could do things well and learn fast. Finally, I succeeded, I could do my job independently.

## **Keep self-improving**

Improvement is a very important prerequisite for us to take on challenges. I've kept learning and improving my work knowledge and technical skills so that I could do my job better.

Also, I've kept improving my attitude and perspective – to be more positive and passionate about what I do. I believe our customers have felt this commitment in my service.

## **Never give up**

No pain, no gain. Every time when I am faced with challenges at work, I will tell myself this is a good chance for me to improve. When looking back, I realise those challenges were really no big deal. My mindset, my work and especially my life are all getting better.



# Tsang Kin Wai

Service Technician

我很榮幸得到公司的賞識，得以晉升。未來，我會繼續秉承公司核心價值，無論對公司或客人都以坦誠態度去對待，將心比心，言出必行。我會為客人度身訂造所需服務，務求令他們感受到我們卓越又超值的服務。

# Charlie Ng

Officer - System Support

As a member of our IT team, a key role of my job is to bridge and connect management with our frontline operations. Besides considering the company/end user needs, I have to provide a professional answer/service. At the same time, I need to study the problems that the team is facing and then provide the support needed. With these cumulative experiences, I can now handle problems far easier and provide a one-stop service to solve various computer related problems for internal users.

Now I would like to aim for the next level!

Besides handling phone calls, service requests, system implementation, relocation, etc., knowledge sharing is also an important factor in our team. It is true that to teach someone to fish, you'll feed him for a lifetime. I would like to share my experience with the team, for example, we've established a knowledge base, hosted training sessions, etc. that are empowering us to grow together. Through this, we're creating opportunities to nurture outstanding Talents. If all our teammates turn into elite members, we become unbeatable!

“Ask not what your country can do for you.” John F. Kennedy

I truly believe that. I will not measure what HKBN can give me, instead I will think how I can contribute to the company and my team. I must think out of the box, foresee what others need and go for the ultimate goal - “Make our home a better place to live”.

# Cheng Tak Ho

Service Technician

1. 我一入職係白紙一張，一開始其實都好多野唔識，跟左差唔多其他師傅成個月都係一知半解，當然都試過撞板，連打個光纖頭都唔熟，咁之後係屋企不斷練習，開始慢慢熟悉個技巧，長年累月的經驗就開始熟練，不知不覺就做左4年。
2. 最主要係向客人問多d，知道佢哋的需求，將你知道的野向佢哋解釋，技術方面，就只能做多d熟能生巧。
3. 希望大家身體健康，「疫」境自強，大家加油。💪

# Felix Chan

Project Manager -  
Project Management

My HKBN journey started in 2016 after the acquisition of NWT. Since joining HKBN, I was WOWed by the transparency of our management team and the company's Talent-first culture, which are refreshingly different from most companies in Hong Kong. At HKBN, the senior management will share with you what they think and the direction of the company. They also tell you that your family has priority over your work. In my working life, I have never heard of this.

At HKBN, everybody says you should not stay in your comfort zone, you can transfer to other departments. After HKBN was acquired NWT, I transformed my role from a field engineer's supervisor to a project manager. And I joined Ken Kwong's team. He is a good leader and shares with me his many experiences in project management. Through his trust in my experience and knowledge of engineering, I've enjoyed the respect to handle projects and use my own methods to solve problems.

***"If you are not willing to risk the usual, you will have to settle for the ordinary."***  
**- Jim Rohn**

I believe nothing is risk-free, so I rather not avoid it. I tell myself that if I want to succeed, I must take the risks. I believe that success consists of 3 factors - attitude, experience and knowledge. Attitude refers to the way a person views something or tends to behave towards it. This is the first and the most important step towards success. Experience and knowledge will only help a person minimise the risks and increase the success rate. Without a positive attitude, my success rate would probably be zero. Below are the positive attitudes I remind myself to follow:

- Willingness to face new challenges
- Willingness to take risks
- Work with care and full attention

### **Failure is the mother of success**

Accepting challenges and taking risks can lead to painful failures. But every failure is the cornerstone of success.

# Iris Chau

Officer - Administration

## **My HKBN journey**

Working in HKBN has been a magical journey. All the changes have brought me endless surprise and excitement. After leaving HKBN, I rejoined the company more than two years ago. The reason why I wanted to be an HKBNER again is because in this company the changes, opportunities and challenges never seem to end; and that means I'll never stop learning and growing. I am willing to try and take the lead in different projects to find ways to differentiate myself.

## **Keep learning**

As an administrative Talent, I need to support company's daily operation and try to find innovative ways to reward Talents. This compels me to continuously improve and develop my skills by finding new learning opportunities within and outside the office. Trying new things is the way to make a person grow.

## **Stay positive**

"Having a positive mental attitude is asking how something can be done rather than saying it can't be done" - Bo Bennett. Stay positive and constructive even in tough times and keep working towards something better.

Now I am looking forward to more and more challenges.

# Riff Chan

Co-Owner & Project Manager -  
Project Management

Since November 2018, I became a part of HKBN (joining via the acquisition of WTT). In this short period of time, I adapted from WTT's corporate culture and went through the company M&A process. From this experience, I have learned to "accept & adapt" and become more resilient.

After joining HKBN, I was surprised by the company's culture and philosophy. It made me believe that we can become the market leader. This gave me confidence in the company, so I decided to join the CO3+ programme and became a Co-Owner.

In my team, I enjoy discussing and sharing my experiences and knowledge with my teammates to build communication and trust. I believe that "communication" is the most important element in team building and project management. By making use of our experiences between cross-department teams, we can enhance and simplify collaboration for better results. Let's all work closer to achieve HKBN's long-term targets and goals.

## **"Accept and adapt"**

At times what you expect and what happens does not match. The faster you accept and adapt to what is happening in real time and work towards creating what you believed so that what you expected gets created in a whole new way.

# Man Pui Ling

Senior Service Technician

感謝公司給予晉升機會，同時感謝上司對我的提拔，升職對我來說是對我的工作表現給予肯定與認可，我會爭取成為一名更優秀的員工，為客人提供優質服務，從而達至公司「成就更美好家園」的核心價值。亦希望公司會一如既往地支持及協助我們完成目標。謝謝大家！

# Yung Chi Ho Jackie

Assistant Manager -  
Network Commercial

## **My HKBN journey**

More than 10+ years ago I first joined HKBN as a Certified Professional Engineer (CPE) Coordinator. In 2003, I made a bold decision to transfer internally to the Finance - Asset Management department as an accounting assistant, handling inventory control, site audit and procurement. Two year later, the Finance - Asset Management team was dissolved. I am grateful for the chance. Even without the required accounting knowledge, I jumped first at the offer and made sure I could cope by continuing my studies in accounting. In 2016, already armed with my accounting experience, I made another bold decision to transfer internally to our Network Commercial Planning Department to oversee regular departmental reports and budget movement reports. In 2018, I was promoted and handed the responsibility of preparing Monthly Capex / Opex budget reports, as well as prepare and monitor Network yearly budgeting, and our Network Equipment inventory.

For the past years, I would like to express my sincere gratitude to everyone who always stands by my side and provides me a lot of support. My colleagues also play an important role in my journey. I have also learnt a lot from them.

## **Tips for getting promoted at HKBN**

1. Jump out of your comfort zone.
2. Dare to try new challenges and learn from mistakes.
3. Demonstrate an ability to solve problems and build trust with your immediate manager and business user.

## **Motivational message for other HKBNers**

Dare to change, dare to challenge and dare to try.

# Hui Man Wai, James

Senior Network Engineer -  
Product Development

I started my career journey at HKBN as a service technician in 2016. At the time, I was mainly responsible for customer service related jobs including installation and maintenance of equipment. After one year of this amazing work experience, I had the opportunity to transfer to our DET (Data Engineer Team) and became a network engineer.

Since I became part of the DET team, I had the opportunity to be involved in a variety of large-scale projects, such as Cyberport, Hong Kong Stock Exchange and St. Teresa's Hospital. These definitely enabled me to accumulate a wealth of experience and technology skills that included routing and switching, WIFI and network security. All these experiences allowed me to enhance my working skills and to motivate myself continuously.

## **New challenge, new opportunities**

New challenges in your work represent an opportunity for growth. Last year, I was asked to take on one of our most important projects – distribution and access switch migration, EVPN VXLAN enablement at the Cyberport. This meant more responsibility, increased stress, and taking the lead in areas where I wasn't very experienced. Being the person responsible for this challenging project, I must continue to motivate myself to strengthen and enhance my knowledge and skills in networking, leadership and communication. I always believe that embracing new challenges at work will always give me far more than just a pay check.

## **When the going gets tough, the tough get going**

When the situation becomes difficult, the strong will work harder to address the challenge. Sometimes, things get tough and challenging, this quote helps me calm down and focus on what I need to do to overcome challenges. I love gaining new knowledge and trying new challenges, as I believe it is the only way to become stronger and well-prepared for the future.

Challenges are what make life interesting. Overcoming them is what makes life meaningful. I am proud of my previous achievements, and I am ready for the new chapter of my career journey in HKBN.

# Jess Cheung

Co-Owner & Assistant Manager -  
Network Design & Construction

Over the past 14 years with HKBN, I have worked in four different departments and have come to understand the importance of being curious and open minded. I've learned to understand the needs of customers through frontline work in both our Customer Service and Building Access Teams. And thanks to my experiences in our Business Process Management and Network Development Teams, I've also learned to regularly review our work process with key stakeholders as a means to keep improving. All combined, those experiences have helped me adjust my mindset to the changing market conditions affecting our residential solutions business.

As our network coverage expands into more commercial retail spaces, new opportunities will emerge for us to attract more customers. This is a good chance for me to expand my responsibility to use what I have learnt to connect Enterprise Solutions and residential physical coverage in an effective and innovative way.

# Karis Fong

Senior Officer - Marketing

Time flies and I have been here at HKBN for more than 3 years. My role has been evolving rapidly to meet business needs. I started my career with our Acquisition Team (Marketing) and one year ago I transferred to our Retention Team (Marketing), where I currently help lead the strategic development of myHKBNmall.

“It is never too late to learn” is my motto and I believe that life is about constantly learning and accepting new challenge. You can either be comfortable and stagnate or stretch yourself and become uncomfortable and grow. As one of many Talents in HKBN, I decided to step out of my comfort zone to develop a new skill set in design as well as get involved in the platform development in my current position. This not only creates value for the team, but also job satisfaction which keeps me pushing further.

Good communication builds good teams. Being an effective communicator, I have inspired my team to reach for a common goal and make sure everyone knows their responsibilities and is on the same page. With open dialogue, we are capable to get support from the team and prevent any misunderstanding that will hinder progress of our work.

# Kathy Cheung

Assistant Officer -  
Operations Support

I started my HKBNER journey as a Team Operation Support in our Building Infrastructure department, where I learnt the foundation of the building network infrastructure. Later on, I expanded my role to support the Building Access Team and provided one-stop support from Building Access to Engineering. During that time, I stepped up to take charge of our new TGT service installation project, which I've overcome the challenge to coordinate TGT's supporting team, Network Development, CPE and Sales teams etc, not to mention that I've also helped to train up team members to provide a consistent level of expertise and efficiency. In my latest role, I now help oversee our Certified Professional Engineer (CPE) operation team, providing support for all frontline CPEs.

Staying positive to adopt change and challenge the status quo are all the important elements required for a job promotion at HKBN, e.g. when I stepped up to take charge of the TGT service installation project from scratch, I started with barely enough knowledge. After a brief period, I made sure the operation could be as smooth as possible.

Change can help individual Talents grow and embrace more innovative or new ideas for improvement. Never give up challenging yourself. In fact your only enemy is yourself. By embracing challenges, Talents can evolve, discover vigour, and enhance their self-confidence. Above all, as an elite sports team, excellent teamwork is critical for our success. Talents must communicate and respect each other for good chemistry and collaboration. If you have more job opportunities, you could have more chance for promotion. Opportunities are always reserved for Talents who are prepared.

# Kim Lam

Senior System Administrator

Keep learning, keep growing. In the IT world, there are so many new things and chances to study and try. I remember experiencing cloud service for the first time and thinking how different it is compared to on-premise systems. Initially, I was afraid of this change. Fortunately, a great teammate and our management encouraged me to study and try. After this, I was never again afraid of the threat of change. Always keep an open mind to study and try.

In March of 2020, I watched a YouTube video from Taiwan Business Weekly. In the interview, Audrey Tang (唐鳳) shared his opinion about working from home. In it, I learned about the pomodoro method for work (番茄工作法). Basically this method uses a timer to break down work into intervals, typically 25 minutes in length, separated by short breaks. After trying it, I became more focused as it reduced those feelings of emptiness and loneliness.

Reference link:

[https://youtu.be/BzgrmRW9\\_Ig](https://youtu.be/BzgrmRW9_Ig)

[https://en.wikipedia.org/wiki/Pomodoro\\_Technique](https://en.wikipedia.org/wiki/Pomodoro_Technique)

# Keith Leung

Senior System Support Engineer

CHANGE, this is often present on my working journey. Although at HKBN we are not a family, we have the same values and goals to achieve. That's why I feel strong and proud to be a member of this elite sport team, embracing any new challenge as an essential part of my career.

I'm very excited to have jumped from a small subsidiary company to HKBN, a fast growing enterprise with a bold ambition to lead. Even though, there were many questions in the beginning when I switched companies.

After a few months acclimatising to HKBN's culture, I found there seems to be near endless opportunities to share my knowledge experiences or to learn something new. As our team is quite young and energetic, I'm happy to work and learn from them. In my past career, big projects didn't often occur. With HKBN, I'm getting excellent exposure and a real sense of accomplishment, which I really do treasure.

Through more than 20 years of working in the ICT field, I've come to understand that communication is an important part of our industry. Taking responsibly, enjoying the teamwork, elevating and gaining the respect of teammates, are all the intangibles which make this industry so wonderful. HKBNer know that we are born for communication, connecting people and making our home better place to live.

Please stay hungry to seize opportunities and fight together with our elite sport team!

# Kevin Ng

Analyst Programmer

I first joined HKBN as an IT senior programmer. Six months into my job, I was given the chance to work in a technology team that would define my career outlook. I was in charge of building a devOps system that could help our team members code and deploy applications easier and faster. Every week, I conducted research and provided ideas to enrich the system structure. This practice not only kept me in touch with the newest IT technologies, but it also gave me a chance to shift my role and work in the newly formed IT Architecture and Solutions Team. From there, my daily responsibility evolved into finding new technologies and solutions to help our IT residential teams work better in their projects. Thanks to our team manager, this has been the most exciting and challenging career experience in my life.

## **Entrepreneurship**

Mindset is a leading factor in defining one's career. If you think you are just an ordinary person and can only passively receive tasks, you will never get the big picture of any project and understand the inherent business value. With an entrepreneurial mindset, you proactively think about the nature, value and risk of every project. You should think you are the leader of each project, and consider what responsibility you should take. As time goes by, new ideas will pop up naturally. You will have the ability to propose many good suggestions or even projects that nobody can think of.

Remember, no one can tell you the solution. It is up to you to dig out the answers and enrich your career!

## **Embrace challenges**

To me, accepting challenges should be something we do every single day. It comes in different forms, but frankly, you really cannot shy away from challenges. Having a positive mindset when taking challenges is needed, but more importantly, having a vision of success and staying curious should be what drives you to take on challenges. I often view challenges as playing a game. It should be fun and exciting! If you will also become a better and stronger person after playing a game, why fear it? Be energetic and wait for the results to come!

# Mo Ngan

Officer - Talent Management

While HKBN has offered us many opportunities, I believe a 'willingness to change' is what defines whether we can become successful.

Nine months ago, I got a chance to be involved with implementing the WORKDAY human resources digital management system. At first, I had zero knowledge about Talent management program applications, and I didn't know what WORKDAY was. With plenty of uncertainty, I decided to say 'yes' to this project and became a functional lead working with KPMG, our consultant. Essentially, I started my learning journey at the very beginning. I kept asking 'why' & 'how' questions to make sure we are doing the right things, as well as doing things right. At the end of the day, WORKDAY was successfully transformed into 'Talent@Work', our customised digital Talent Management platform.

In our upcoming system integration with JOS as well as different regions, I believe there will be many opportunities to enhance my own mindset and enrich my knowledge of project management. I will keep being eager to build more milestones for my career!

# Nico Chan

Senior Officer - Marketing

Although I have worked in different telecommunication companies before, joining our Enterprise Solutions Marketing team in 2018 was different. It was my first experience in the marketing side of the business. And it has been a challenging two years, however, I am grateful that my team has given me the support and guidance to overcome the challenges. I really appreciate the teammates and colleagues who have given me the opportunity to learn and grow. “You never change your life until you step out of your comfort zone; change begins at the end of your comfort zone,” a quote from Roy T. Bennett. Stepping out of the comfort zone is hard and challenging, the courage to change will make you chart a new path in your life. Let’s continue to do great work and make our home a better place to live.

# SW Chow

Assistant Manager - Marketing

## **My HKBN Journey**

As an HKBNer for over 10 years, I have adapted to the many changes of this dynamic industry. It was my pleasure to have had the chance to work so many different roles such as Business Operation Support, Customer Service and Technical Service Support. I had a lot of opportunities to take part in different projects, and accelerate my growth in adaptability, communication, and organisational skills. 5 years ago, I transferred to the Enterprise Solutions Marketing team and quickly became entrenched in marketing campaigns, digital marketing, and event organisation. They were all so valuable.

## **Tips for HKBNers**

In this amazing journey, we should never be strangers to “change” and “challenge”. Through strategic mergers and acquisitions over the last several years, HKBN has bolstered its capabilities as an integrated telecom and technology solutions provider. Experiencing this change made me realize we should not be too comfortable with habits. It’s important to be able to adapt to new business conditions, especially as rapid change is what defines the ICT industry. To broaden our scope of thinking, don’t impose a limit on your opinions and experiences. Listen to new ideas. Move around to learn new things. This adaptability will bring tremendous improvements.

## **Message to HKBNers**

Adaptability is not just about change; it’s about how we change ourselves to fit into new circumstances or a new environment. Avoid fretting over “can I keep up?”, but rather embrace a sense of adventure and curiosity. Because the world is speeding up, the rate of “change” is also accelerating. When I first started exploring adaptability, the thing I found most exciting is that I can improve it. Each of us has the capacity to become more adaptable. Think of it like a muscle: it needs to be exercised.

# Terry Chan

Co-Owner &  
Senior Cloud Evangelist

## **My incredible HKBN journey**

In the nearly four years since I joined WTT as a Fibre Cloud Specialist, my journey of excitement and challenges has been just incredible. Without stopping a beat, I have continued to learn and grow with cloud technology, obtaining an AWS professional certificate. This motivated me to move up from Cloud Specialist to AWS Cloud Consultant, which has contributed to HKBN winning several remarkable projects in the global IT, FSI, retail, NGO and carrier business sectors.

## **Tips for HKBNers**

As a cloud service professional, I believe the best solution should not just be about providing the best offer, but also intangibles like patiently listening to each customer's needs and then responding with precisely executed teamwork. I'm so proud to work for HKBN, Hong Kong's leading one stop ICT provider. In addition to fixed line, broadband, cloud or hardware services, we also offer different types of managed services for customers with different needs (i.e. telecom, cloud, SI). From SMEs and large enterprise to MNCs, we can offer the solutions they want and need.

## **Also, I have 10 golden tenets that I want to share:**

- Take on more responsibilities before going to the next grade
- Think out of the box/be innovative
- Set goals and aim high
- Win fast/Lose fast
- No pain/No gain
- Continuously learn
- Treat everyone as a friend
- Think more rather than say "no"
- Work silo-less
- Love your family

## **Message to HKBNers**

All HKBN warriors, don't just stay at your seat and imagine "what if". Just do it!!

# Tsang Chun Ming

Service Technician

對於自己能夠加入此團隊，我感到幸運！在此感謝上司和領隊的認同，今年得以升職，向前再踏出一步！

想起初初入行，白紙一張，連一把空刀，一粒3M豆都唔認識，橙白橙，綠白綠，排列組合更是有如經文... 想起自己出來做事的頭一個月！Alan師傅不時致電關心和指導自己，才有今日的我！我真是非常幸運！

雖然自己初時確實有些自卑，不知道公司是否會願意留我這種大齡又白紙的人，所以每日出單，都當係自己最後一日係公司做，盡自己能力，做到最好！望能留下些好印象！

給自己買了本記事簿，每晚工作完成，寫下工作筆記，做過什麼，學到什麼，遇到什麼，已在公司幾多日種種記下！

想起上年12月，領隊致電給我，告訴自己有機會得到公司的季度最佳服務獎，更是客戶對於我熱誠服務的認同！

原來只要將每一位客戶當成自己屋企人或親戚朋友，你就能更細心，更熱衷，更完美的完成每一單工作！同時你也會得到客人善意的對待和感謝！達到雙贏！

至此，真正脫離過去，走進新行業，並且用心走下去！！

感謝倫爺的體恤和指導！感謝Roy哥的關懷和栽培！感謝Alan師傅的循循善誘和教育！

# Yan Wong

Officer - Administration

At the beginning of my HKBN journey, I expected I would be working in my specialisation of environmental policy. But it all went a little different. I was asked to work on safety and wellness projects, which would later prove more complicated and challenging for me. To resolve issues, I tried to stand in others' shoes and listen to user concerns.

During this tough time in Hong Kong, I am proud to be a Talent who has supported our contingency plans and epidemic-related response projects. HKBN is doing outstanding work with a real commitment to our Talents and local communities.

### **Insights on how to do better**

#### **Take notes and review your work's progress**

Memory is not 100% reliable. When doing a large amount of work, making notes and performing regular reviews on progress helps make everything more organised and productive.

#### **Learn from mistakes**

No one is perfect. When mistakes are made, admit and correct from it. Think of a solution to prevent the mistake from happening again. Then move on.

#### **Regard every challenge as your new adventure**

When a crisis comes, a negative attitude won't help. Regard difficult times as one of your life's more interesting journeys, and ask how you can apply and broaden your knowledge and skills in order to find a solution. Stay positive and unyielding to pressure.

#### **Stand in others' shoes**

Doing the empathy exercise might make us feel more motivated to resolve issues. It does make sure we exert special effort. Oh, and be a good listener!

#### **Do not think you are just a little cog**

Each Talent plays an important role in the team and contributes to the giant complicated clock of HKBN tick and run well. Take responsibility and command respect from colleagues. Be a trustworthy and effective rapport builder.

# Warren Tan

Sales Manager

## **Manager's Comment**

10 years in JOS. Has always shown good commitment in his job and possesses good salesmanship. Proven track records with Mediacorp is a showcase of his success. A seasoned sales person who knows the process well and will be able to guide junior Talents to accelerate in their sales journey.

## **Self-reflection**

In my last 10 years of journey with HKBN JOS, I have had 2 promotions. But it is this promotion that came as a surprise to me especially against the current economic climate where many companies are reducing operational expenses and delaying well deserved promotions. But HKBN does not hesitate to recognize and reward my hard work and performance through the promotion and I am motivated to work harder and better in the coming days. At the end of the day, hard work and dedication indeed does pay off if you are with a company that appreciates and rewards their Talents.

# Danny Ng

Sales Manager

## **Manager's Comment**

1.5 years in JOS. Has always shown good commitment in his job and possesses good salesmanship.

He is a very detailed and analytical person. Danny has proven himself through tasks assigned to him and also the ability to solve issues independently.

Since informing him that I have the intention to put him as a team lead, he has shown enthusiasm in this role and has initiative to arrange team meetings to keep things moving. Junior sales should follow his lead on the positive vibes.

## **Self-reflection**

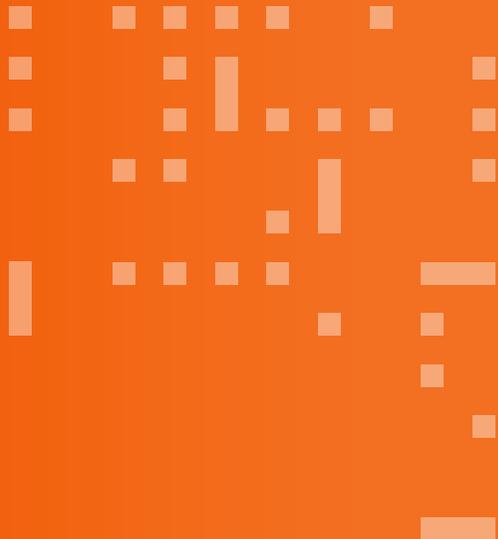
This entitled promotion not only brings joy to my family and myself but also an important recognition of the hard work I have put in. I felt very fortunate indeed, this is very unlike most companies I have once worked for.

Promotion are usually given to more senior employees. Most companies will just hire externally to fill in roles rather than giving the opportunity to their existing team. This promotion exercise will definitely motivate fellow Talents to continue to persevere and perform to their utmost.

Fellow talents, our hard work are being seen and recognized. Let us all continue to perform to our utmost and opportunities will eventually come.

# Daniel Lim

Project Lead - Service & Delivery



## **Manager's Comment**

- Good attitude towards his work and showed leadership qualities to take lead even before the promotion is confirmed
- Strong ownership and proactive in engaging customers in his projects to ensure projects are complete on time and profitable
- Proactive in learning new things and understanding technologies required in projects even though he is not from a full technical background

## **Self-reflection**

I have been with the company for 2 years now. I count myself as one of the fortunate ones to be given a chance to join HKBN JOS and excel alongside with cooperative and highly skilled colleagues.

I was given opportunities to make changes to how I run projects and my superiors were also very supportive of me trying out new methods. HKBN JOS is a great place especially if one yearns to learn and grow.

## **Step out of your comfort zone**

Do not shy away from additional work loads or duties. Last year when I was managing multiple projects simultaneously with barely any breathing room, I was tasked to participate in additional duties such as audits and ISO certification. I started to doubt if I could handle these additional loads and fear that I may not do well with these tasks. But I decided to take on the challenge and it has broadened my horizon. It is easy to be overcome by negativity but take a step back and you'll soon realize that these are opportunities for you to seize.

## **Be empathetic to the people around you**

Often in projects, we'll encounter stakeholders complaining. If we spent some effort to understand their pain and to devise a solution to address these pain points, we'll find ourselves with an ally driving the project together.

# Tan Eng Soon

Project Manager -  
Service & Delivery

## Endorsement from Supervisors

### **Pass**

1. Proactively taking up the roles before promotion
2. Taking initiative to improve and standardize all the project management documents and procedure
3. High commitment and ownership to deliver the result with customer satisfaction

### **Fail**

1. Lack of empowerment and delegation to the team, micro-managing the team
2. Avoid of taking calculative risk and over reserve on resources

## Self-reflection

I have been working in JOS for close to 7 years until it was acquired by HKBN on Dec 2019. During the 1st and 2nd years of my career with JOS as the Contact Centre executive, I established the list of measurable Contact Center performance and reporting metrics based on ICMI (International Customer Management Institute) best practices. Following my 3rd year in JOS, i decided to take up the new challenge by accepting a new responsibility which is the project management and I eventually earned my PMP (Project Management Professional) credential on year 2017. A lot of customer (especially those become close friend after long term project and partnership) are caught with surprise when they find out about my Contact Centre background.

Most of you may also prompt the same question how I successfully transform myself from a typical Level 0 Contact Centre executive to become a Project Manager. As a Contact Centre executive with more than 9 years of working experience (include 6 years in previous organization), I have learned how to strike the balance between the art of "achieving best customer experience" while "maintaining the Service Level attainment" which contain the science element as part of our contractual obligation to customer.

The same concept applies to Project Management and it is always the combination of both science and art. You may call it "science" because it's methodology relies on proven and repeatable processes and techniques to achieve project success. It can be defined as an "art" because it also involves managing and relating to people required to fulfil their totally unique role for each project. By carefully balancing both "science" and "art" elements while striking the optimum point in between, project managers can always prove their best value to perfectly manage changes of meeting customer needs, on time and within budget.

With the completion of 1-SEA service delivery integration, we have a new Project Management Office which collectively manages the company project portfolio on regional basis to better align organizational resources with the company strategic business objective, as such, as a project manager in HKBN JOS, you will gain more visibility and access to the senior managers responsibility and decision-making in the organization which create lots of better opportunity for future growth.

# Lubna Manasawala

Regional Legal Counsel

## **Supervisor Endorsement**

Lubna comes from a professional background but I do see a lot of breakthrough in her. When we promoted BHK painGAIN, Lubna helped to sort out Talents' enquiries on tax issues. We want to settle minority interest in JAS SG, Lubna stands firm and wins a lot of respect from parties. Leasing business is the most painful part in SG, appreciate Lubna's persistency and patience in dealing with these. Most of the core team members left us for different reasons, Lubna has always been standing on our side... Instead of saying Lubna has taken up a regional role, I'd rather say Lubna has contributed to regional matters and I'm happy to promote her to this position.

## **Reflection**

I joined Jardine Technology Holdings back in March 2018, and during the acquisition of JOS by HKBN, I was given the opportunity of either staying with Jardines, or moving on with HKBN. Of course, I am here today because I chose the latter. Back then, there were several considerations which had impacted my decision to move on with HKBN but the few decisive factors in favour of HKBN were the following: (a) the aggressive culture of HKBN to adopt 'change', embrace it and live it; and (b) the 'talk flat' approach of HKBN, both of which stood out as a stark contrast to the Jardines' culture.

Change is what JOS needed, and more often than not, talking flat is needed to bring about change. Otherwise, actionable ideas remain nothing but just, 'actionable ideas'. Today, just 6 months into completion of the JOS acquisition, I have seen changes which probably would have taken another 5 years (if at all!) for the Jardines to implement in JOS.

I am happy that I made the right decision, and proud that I am a part of 1-HKBN. This is undoubtedly a company which offers unlimited opportunities to grow and excel (both, personally and professionally), for those who love challenges, lead by example and embrace change.

To all my fellow teammates and Talents who aspire to do well, my humble advice to you is this – be the change today, that you want to see tomorrow. For example, if you desire to be promoted from a supervisor to a manager, act like a manager already. Show that you have what it takes, and you will soon see that sky's the limit!

# Demon Zhang

Manager - Sales

## Manager's Comments

- Since joining JOS, he has given full play to his positive and aggressive , and completed his sales quota for many years;
- While completing his own tasks, he can also share his sales experience with other colleagues , and he has the initial ability to lead the team;
- He can handle the collaboration ability for different departments in order to win the different project

## Self-reflection

### HKBN JOS Journey

在HKBN JOS工作了8年9個月，HKBN JOS給我帶來了優秀的工作平台，這個平台讓我結識到不少人才和優質客戶，他們都是我人生的導師，通過不斷學習提升自己 and 得到公司的認可，讓我更加有信心在HKBN JOS繼續努力和再創佳績。

### Tips for getting promotion in HKBN

要完成任務及得到客戶的認可，必須要從細節做起，面對與客戶的交流都要從細節去考慮和站在客戶角度看事情，務求做到盡善盡美，把客戶和公司的利益擺在第一位。面對問題時，我們會通過部門之間的協作溝通去尋求解決方法，絕不氣餒及放棄任何機會，並需要時刻保持危機感的心態。

### Motivational message for other HKBNers

不要害怕學習，知識沒有重量，它是你隨時可以獲取的又隨時可以攜帶的寶庫。

# May Xie

Asstant Manager -  
Customer Service

## Manager's comments

May is very experienced on customer service operation and is enthusiastic on breakthroughs ride on the experience. She is willing to share her ideas to the team and pick the leading role on the implementation. She shows her passion on her role, continuously uplift herself and her team to hit the targets. We're transforming our customer service center as part of our service business transformation, May has committed to lead her team on the changes and develop her team members to continue on the evolution.

## Self-reflection

我叫May Xie ,來自於HKBN JOS · Customer Service Center · 很榮幸在這裡給大家分享我的工作成長歷程。我自2005年加入JOS ,從基層員工到部門主管,一直以來堅守崗位,盡職盡責,成長過程不斷總結,積累經驗,自主學習及技能的提升。時刻保持著對工作熱忱,甚至客戶的一聲“謝謝”都倍感成就感,正是這種成就感促使我源源不斷前進的動力。

2020是特殊的一年,在社會的失業與裁員的浪潮大環境下,我卻幸運地迎來了人生的另一個起點,收到公司對我崗位晉升通知,首先很感恩公司及領導對我工作的肯定與支持。

這一次的晉升對我來說一個很大的機遇與挑戰,這職位轉變期間,讓我深深體會到這不僅僅是崗位改變,更是一個思維的轉變,之前只需執行工作任務,而現在更多是製定任務角色,需要更有更高長遠的發展眼光看待事物,如何打造出色的團隊,如何為公司創造更多的效益等等,都是我每天思考及實踐的目標。

崗位雖變,但初心未改,始終堅信只要是持著認真負責的態度,運用自己技能,一步一個腳印,秉持公司的核心價值理念,就算在平凡的崗位也能得到不平凡的收穫!

# Jennifer Zhang

Senior Manager -  
Finance, JOS China

## **Manager's comments**

Jennifer has a very strong knowledge and sense on her financial management professional. She is passionate on the role leading the transformation of HKBN JOS China finance function. It's now a fully integrated function providing service to all location office in financial management, and being a business partner to all other functions in China. It's very crucial the functions can review and develop with multi-dimension view rather than a single minded silos, which Jennifer is one of the key stakeholders pushing on the changes. Together with all the hard works to migrate into 1HKBN systems and culture, Jennifer has achieved the milestones and is energetic to continue the push with dynamic thinking.

## **Self-reflection**

### **My HKBN Journey**

I am deeply grateful to get promoted in 1st batch of Beyond-HK promotion, after worked at JOS for 7 years. Although it is not a short journey, I never say no to the long ways which may take us to new lands. I think I am lucky, to be a Co-Owner of HKBN. During the 6 months post-acquisition integration journey, always be inspired by unique HKBN culture and action speed, they motivate me to grow faster and become better.

## **Tips for getting promotion in HKBN**

### **From self-growth to grow together**

We are in 1-HKBN Elite Sports Team. Before we are a leader, we cultivate professional knowledge and competence, success is all about growing ourselves,. When we become a leader, success is all about growing others. This is not the first time of promotion in my professional career, but this time is different. After I get a wider view, I sincerely hope to influence what we can influence and constantly explore the ways to contribute more AFF for company perspective. Good ideas are not adopted automatically. They must be driven into practice with courageous patience. I believe it is what I ought to do.

## **Motivational message for other HKBNers Ready, willing and able**

When our capabilities have not been a perfect match for aspiration, keep learning and put in more efforts as a catalyst. While we are willing to pass over pains, maybe we are able to obtain more gains. Opportunities will be pervasive in high-speed growth company, let's add oil together to grow with 1-HKBN.

# Jasmine Wei

Manager - Sales

## Manager's Comments

- In the past 2 years, she has obtained many large-scale project opportunities, and let her performance outstanding in these two years.
- The transition from purchasing department to the sales department makes her very familiar with internal process , which is conducive to the daily work;
- Learned from different customers that the customer's recognition of her is very high;
- Through many years of hard work in JOS, she also wants to have new development space, she is full of confidence in leading a good team.

## Self-reflection

首先，我很感激公司給我這次晉升的機會，讓我從普通的客戶經理的職位升職為銷售經理，這次升遷令人意外，我想主要是大家肯定了我的自動自發，努力工作，也對我今後的團隊建設及管理寄予厚望。另外，我也總結了這次晉升的原因，主要是因為我目前具備三個優勢：

1. 勇於走出舒適區，敢於接受挑戰。我2007年進入JOS，做的是採購的工作，由於對工作的熱情及渴望，以及對自身的挑戰，2015年申請轉做銷售，從後台工作轉到了前線銷售，一切從零開始，在同事及主管的幫助下，不斷學習提高，在業務上有了進步和提高，也達到及超額完成公司的業務目標。
2. 勤奮，努力。在業務上積極的收集客戶的相關資料，並且勤於跑客戶，積累了豐富的客戶資源，這樣十分有利於我的業務開展，同時能夠與團隊裡的其它成員達成默契的合作。
3. 良好的心態。積極的心態能讓我更加的向上，更好的在應對更強的挑戰。作為一名銷售，經常遇到各種難題和客戶的抱怨。調整自己心態，正視問題本身，尋求解決問題的辦法，發揮團隊合力，以積極的，用心的對待客戶和同事，一起成長。

其次，公司對我的晉升也再次向每位人才傳達與說明了只要有付出，就會有回報。No pain no gain。對於新人，要經得起磨練，耐得住寂寞，機會隨時都會留給有準備的人；做為公司的管理人員，我們要起到傳、幫、帶的作用，傳承HKBN文化，創造更多的效益。

最後，我將會在以後的工作中把這份感謝與感恩化做行動，不斷的提升自身的職業素養，在HKBN 做大做強的道路上執著前行，遇見更好的自己！

# Yanchao Yang

Senior Consultant - Solution

## Manager's Comments

- Proactively working with team to support sales team to win projects
- Willing to accept changes, eager to take the challenge for new position,
- Show abilities to lead the team, proud of his past good performance
- Have good attitude to take the extra work, good collaboration with other department

## Self-reflection

我已經加入公司三年了，在這三年的時間裡，我學到了很多很多，以前我只是單一的做服務器和虛擬化這一塊業務，經過三年的學習，我現在已經可以承擔包括網絡，IT基礎設施，AV系統建設等所有的項目工作。這些成就離不開公司領導的信任與培養，將會激勵我在公司更長遠的發展。

如果想持續發展自己的事業，首先要用於承擔，特別是在公司業務急需發展的時候。其次是知識面的橫向擴展，只有全面的了解個專業技術才能更好的支持公司業務發展。

只要有目標，肯付出，勇於承擔，公司就不會埋沒人才。只有不斷的拼搏進取，公司才能強大，我們個人才能強大。

# Jessica Ji

Senior Manager - Sales

## **Manager's Comments**

- Ability to communicate effectively
- Strong ownership to drive and deliver the results
- Proactively taking up leadership roles even before promotion

## **Self-reflection**

My HKBN Journey

I joined HKBN JOS in Y2007 and worked as an account executive with zero sales experience. During these years, I am always engaged in service sales . For some customers, HKBN JOS is no longer a vendor/supplier, but a long-term partner and friends. It's really a great honor for me to work in HKBN JOS with the excellent talents.

## **Tips for getting promotion in HKBN**

Professionalism is the precondition for success. Keep professional and be confident in delivering our solutions.

Positive attitude is the key to success. Believe that there are always more solutions than problems and challenges.

Teamwork is the foundation of success. Every won case from potential opportunity depends on the efforts of a whole team.

## **Motivational message for other HKBNers**

The only thing that remains unchanged in the world is change itself. We should keep lifelong learning and get well prepared to embrace every change and grab each opportunity. Do not worry about any change, just do the right things which matters in our life with passion and curiosity.

# Ray Deng

Senior Manager - Sales

## Manager's Comments

- Work with JOS since 2006 with sound performance records and promoted to a manager from an IC in 2011.
- We observe the improvement on the quota achievement, team building and business planning esp in Y18 and Y19
- I believe he can take a broader role to contribute the company
- Strength : Committed and aggressive, customer relationship building, analytical mind and strong in deal based wining strategies.
- Areas of improvement : Business planning and the execution, monitoring and control on the agreed plan...

## Self-reflection

### My HKBN JOS Journey

本人自2006年3月入職JOS，直到今年已經與公司共同渡過了14個寒暑，本人是從公司的客戶經理---銷售經理---商業市場銷售總監一路過來的職業發展路程，整個任職期間經歷了“金融風暴”、“新冠肺炎”等等情況，能夠與公司共同成長並能繼續成為公司的一分子是本人的無上的光榮。

### Tips for getting promotion in HKBN

本人能夠有幸獲得公司的晉升機會首先要感謝公司對本人的信任以及整個團隊對我的支持，一路過來，作為公司的前線銷售人員都是奮戰在第一線，期間經歷過業績高高低低，但有幸於本人對市場情況的準確判斷以及對客戶需求的準確分析，在最近2-3年時間裡面為公司獲得了不少的大型項目的機會，另外在人員管理方面也日漸成熟，使整個銷售團隊的凝聚力不斷加強從而爆發出極強的潛能。

### Motivational message for other HKBNers

HKBN對於本人來說從原來的陌生到現在的習慣只是經歷了很短的過渡期，對於HKBN做事雷厲風行的作風非常佩服，也期望在銷售方向上能大膽嘗試，能使公司業務高速發展，另外在加入到HKBN後，JOS能真正提供一站式的ICT解決方案，這樣可以讓我們的業務更為多元化。