

RONNEL BESAGRE

Secure Identity & AIDC Technical Leader — Malaysia / APAC

Target roles: Regional Technical Manager · Technical Service / Support Manager · Solutions & Delivery Manager · Pre-Sales Engineer

Work status: Malaysian Spouse Visa (LTSVP) with work endorsement — no employer sponsorship, quota or levy required

rbesagre@gmail.com · +60 174 980 981 · Johor Bahru, Malaysia · linkedin.com/in/ronnelbesagredotcom · ronnelbesagre.com

PROFESSIONAL SUMMARY

Secure Identity & AIDC technical leader with 26 years across APAC — national ID, driving-licence and passport issuance programmes through to banking-card personalisation — the technical owner on programmes delivering **\$5M+ in regional wins** for government and enterprise clients across Malaysia, Singapore, Philippines, Thailand and Indonesia.

Hands-on mastery of card personalisation, laser engraving and central issuance systems, combined with the technical authority that closes government and enterprise buyers: solution architecture, C-level technical presentations, FAT/SAT acceptance and programme delivery. **40+ partners, VADs and government stakeholders** trained and managed at **95%+ CSAT**, with **70% operational cost reduction** engineered for clients.

Directly experienced on the **Malaysian national ID modernisation programme**. Based in Johor Bahru with full Malaysian working rights and immediate availability.

SIGNATURE NATIONAL-SCALE PROGRAMMES

- **Malaysia — National ID Programme:** 10-year government ID modernisation
- **Thailand — National ID Rollout:** deployed across 77 provinces, 95%+ deployment accuracy
- **Indonesia — Passport Issuance System:** secure issuance platform, 99%+ system uptime
- **Philippines — Driving Licence Initiative:** nationwide laser-engraving modernisation
- **Singapore — Transport Card Infrastructure:** 30+ stations, kiosk integration
- **Hong Kong — Transit System:** public transport card integration
- **Myanmar — Financial Card Deployment:** issuance systems for banking network
- **Zanzibar (Tanzania) — National ID:** advanced laser-engraving deployment

26 Years Secure ID & AIDC (APAC) · \$5M+ Regional Project Wins · 70% Client Cost Reduction · 40+ Partners Trained · 95%+ CSAT

PROFESSIONAL EXPERIENCE

Technical Consultant — Secure ID & Sales Operations

GetOutLoop Automation (Sole Proprietor) · Johor Bahru, Malaysia | Nov 2025 – Present

- Apply 25 years of secure-ID domain judgment to client engagements across Southeast Asia and Australia: competitor teardowns, tender monitoring and demand research compressing pre-sales research from days to hours.
- Deliver paid consulting engagements in market intelligence, lead generation and sales-operations automation for B2B technology clients.
- Built automated outreach and CRM workflows cutting manual sales-operations effort by 60%+ — methodology offered directly to identity-industry technical and sales teams.
- Productised domain expertise into two live SaaS platforms (rankfully.io; ifixprinter.com — the latter built directly on card-printer service expertise).

Matica Group — 5 years across two engagements

APAC / Singapore & Southeast Asia | 2019 – 2025

Project Management & Technical Manager, APAC

Matica Group · APAC Region | May 2024 – Oct 2025

Role eliminated in HQ management restructuring, October 2025.

- Led the enterprise and government secure-identity portfolio across Malaysia, Singapore, Philippines, Thailand, Indonesia and emerging APAC markets — programme management for **8 major national-scale issuance projects**.
- Owned the technical solution on programmes delivering **\$5M+ in regional wins** spanning driving-licence issuance, national ID, banking-card personalisation, police ID and multi-application card systems.
- Ran **Factory Acceptance Testing (FAT)** and **Site Acceptance Testing (SAT)**: test-data collection, performance and stability validation against customer specification, and formal sign-off at handover.
- Managed **40+ strategic government and enterprise accounts at 95%+ CSAT**; owned solution architecture, C-level technical presentations and delivery reporting across APAC territories.
- Built, trained and led the regional technical team; certified **40+ partners, VADs, OEMs and government agency stakeholders** on issuance platforms.
- Engineered **70% operational cost reduction** for clients through delivery-process and system-efficiency optimisation; represented the brand at regional tradeshows and partner events.

Technical Support Engineer, SEA Region

Matica Group · Singapore / Southeast Asia | Aug 2019 – Jul 2023

- Supported **15+ concurrent government issuance projects across 5 countries** — card personalisation printers, retransfer systems and laser engravers — at 95%+ first-contact resolution.
- Configured and commissioned engraving, inkjet, vision, laminating, encoding and optics subsystems; diagnosed motion-control and registration faults on production issuance lines.
- Delivered POC demonstrations and technical presentations for major government and enterprise tenders; prepared technical bid documentation with regional sales teams.
- Trained **30+ field technicians and partner teams**; translated field requirements into R&D-driven product improvements with HQ engineering.

General Technical Manager

ALL ID Asia Pte Ltd · Singapore | Jan 2014 – Jul 2019

- **Reported directly to the CEO.** Ran regional technical operations and after-sales service across Southeast Asia for ID card, barcode and AIDC solutions — built and managed a **field-service network across 8 countries**.
- Owned the technical side of new business development for RFID credentials, readers and secure ID solutions; scaled a channel ecosystem of OEMs, system integrators and distributors that consistently exceeded revenue targets.
- Delivered distributor and end-user technical training across the region; produced competitive product analysis shaping strategic positioning for Zebra, Nisca and other card and barcode lines.

Technical Manager

Digital Scanning Corporation P/L · Singapore | Jun 2008 – Jan 2014

- Drove RFID and barcode solution deployments across SEA — from technical qualification to design-in wins — while leading the technical team to 100% CSAT on enterprise accounts.
- Led pre-sales technical support, maintenance-contract proposals and upgrade recommendations; technical quotations won high-value deals and built a strong indirect channel of resellers and integrators.

Technical Support Representative

Auto ID Philippines Inc · Philippines | May 2000 – Jun 2008

- Eight-year foundation in AIDC hardware and ID-card personalisation: onsite installation, commissioning, preventive maintenance and repair of card-printing and barcode systems, with nationwide end-user training and product presentations.

EDUCATION & CERTIFICATION

Diploma in Electronics and Computer Technology

Asian College of Science and Technology · Quezon City, Philippines | 1998 – 2000

American Board of NLP (ABNLP) — Triple Certified

Certified NLP Master Coach · Certified NLP Master Practitioner · Certified NLP Practitioner

CORE COMPETENCIES

Secure ID & AIDC — Card Personalisation · Government ID Issuance · Laser Engraving · National ID, Driving-Licence & Passport Programmes · Banking Card Systems · RFID (UHF/HF) · NFC · Barcode & AIDC · Document Authentication · Multi-Application Cards

Technical Delivery & Engineering — Factory Acceptance Testing (FAT) · Site Acceptance Testing (SAT) · Technical Drawing & Schematic Interpretation · On-Site Installation & Commissioning · Machine Subsystems: engraving, inkjet, vision, motion control, laminating, encoding, optics · Field Service Network Management

Programme & Stakeholder Leadership — Government & Enterprise Account Management · Solution Architecture · C-Level Technical Presentations · Partner & Channel Enablement (OEM / SI / VAD) · Regional Team Leadership · Tender & Bid Technical Documentation

Platforms — Matica DTC, Retransfer, Laser Engravers & Central Issuance · Entrust Central & Desktop Issuance · Zebra · Nisca · TSC · CipherLab · CardExchange · CardPresso · BarTender

Automation & AI — n8n · Python · Supabase · REST / Webhooks · Document AI · RPA · Voice AI agents

LANGUAGES & AVAILABILITY

Languages: English (Fluent) · Filipino/Tagalog (Native)

Availability: Immediate · Onsite / Hybrid / Remote · Open to Johor, Kuala Lumpur, Penang, Malacca and all Malaysia

Coverage: Malaysia, Singapore, Philippines, Thailand, Indonesia & wider APAC

Work status: Filipino citizenship · Malaysian Spouse Visa (LTSVP) with work endorsement — full working rights in Malaysia