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My Journey

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Founder and CEO, Exabytes group of companies



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My parents have been supportive of me dropping out of college to run a start-up. I was doing business on a part-time basis, and I quit when the business grew bigger and more stable. When I told my parents I wanted to quit my studies, it wasn't a sudden decision without any fallback plan; I showed my parents that I could manage my business properly.



I started my first business selling computer hardware. It was a brick-and-mortar business. I sold computer hardware to friends and relatives. Web hosting was my second business.

Exabytes was born out of my frustrations at being unable to find a good web hosting service provider for my hardware business. That propelled me to find out more about web hosting services; since I couldn't find a good provider, why not become one?

Running a business is akin to managing people. If you are able to manage people the right way, your business will run smoothly. I treat all my employees like business partners. The age bracket here is small, the average age is 25. When it comes to customers, I treat them like bosses. When you work with somebody you only have one boss but when you run your own business everyone is your boss.

I started the business alone because when I shared the business idea with my friends, nobody seemed to understand. The business has grown – we now have 110 employees in Malaysia.



Of all the places I have travelled to, Japan is my favourite place for its technology and gadgets. I like to go to Akihabara, Tokyo, which is jam-packed with specially shops selling electric appliances and gadgets.

I work at least 12 hours a day, and spend four hours with my family on weekdays. My two boys, aged three and seven, make me laugh all the time. My eldest and I enjoy playing PlayStation. I married early because I started my career early. I skipped four years of college and got married at 25.



Education

Primary school:
Hu Yew Seah,
1985-1992

Chung Ling High School, 1993-1999

Dropped out in the second year. Diploma in Business Information System, Tunku Abdul Rahman College Penang, 2000

I travel to Kuala Lumpur from Penang on a weekly basis and I make use of every second. I used to drive to KL but now I fly. While waiting at the airport or in flight I can read, draft emails and write business plans. This way I can spend more time with my family.

There are many things I need to do but I can't do everything at once. It's important to break things down to manageable tasks. I always remind myself and my staff about this metaphor – how to eat an elephant? Kill it first and slice it to smaller parts because you can't swallow an elephant. I will write a to-do list and complete every task one by one.

Career

1999 Started selling computer hardware to friends and relatives

2001 Established Exabytes Network

2011 Established e-commerce website easy.my

