BEN LIEW

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PROFESSIONAL SUMMARY

Innovative and results-driven technology leader with 26+ years of experience in Software Development, Agile & DevOps, and Data Engineering. Proven expertise in leading enterprise-wide transformations, developing scalable systems, and implementing cutting-edge technologies. Recognized for delivering impactful AI/ML models and building high-performing teams across global organizations. Adept at aligning IT strategies with business goals to drive growth and efficiency. Member of MENSA Singapore.

Currently, I am the **Global CTO for** Chubb Life. My responsibility includes leading CTOs from all markets of Chubb Life (Hong Kong, Taiwan, New Zealand, Thailand, Vietnam, Indonesia, Myanmar and Egypt). I am responsible for all strategic initiatives, BAU activities, organization structure and stakeholder management. This includes working closely with Regional CEO, CEOs and agency leaders from each market. I am also assuming the role of Head of Engineering, responsible for building various engineering chapters in Hyderabad covering cloud engineering, software engineering, test engineering, data engineering and process automation.

Before joining Chubb, I was the **Head, FCSO Data, Platform and AI Models Engineering** (Standard Chartered Bank). My responsibility includes leading a large team of data scientists, data engineers, data analysts, test automation engineers, site-reliability engineers and scrum masters. Together, we deliver data for FCSO domain consumption including transaction screening, monitoring, MI and analytics. In addition, I have successfully led a team of data scientists and engineers to deliver AI/ML models with a full-fledge MLOps platform.

Previously, I held 3 portfolios in AIA Singapore - as the **Head of Technology Strategy & Management**, **Head of Transformation Office** (including Enterprise PMO) and **Head of Agile Center of Excellence (COE)**. I was responsible for cloud migration, DevSecOps implementation, IT budgeting, managing all projects within the company and overseeing overall Agile Transformation across the organization.

Prior to that, I have played the role of **Head of Engineering, Agile and DevOps** (Standard Chartered Bank) with 35 team members (peaked at 80 members) consisting of programme managers, development managers, full stack developers, UX designers, scrum masters, DevOps engineers, SREs and solution architects in Singapore, Malaysia, Bangalore and Chennai.

ACHIEVEMENTS & HIGHLIGHTS

- Entrusted with shaping the future of software delivery as a core committee member, defining and implementing a next-generation SDLC powered by agentic AI to accelerate innovation, enhance quality, and transform how engineering teams operate at scale.
- Established a Center of Excellence (COE) in Hyderabad for Chubb Life, devising technical strategies and budgets for SEA and NZ regions.
- Spearheaded AI/ML-based mule account and shell company detection models using a robust MLOps framework.
- Led AIA Singapore's enterprise Agile transformation, cloud migration, and DevSecOps implementation, impacting organization-wide efficiency.
- Designed and deployed microservices and Kubernetes-based cloud-native applications, achieving up to five production deployments weekly using blue-green strategies.

- Delivered large-scale transformation projects, including a $60M Counterparty Credit Risk project for ANZ Bank and a $100M Single Ledger System for Barclays Capital.
- Pioneered one-click deployment to production and 100% automated testing pipelines at Standard Chartered Bank.

RECENT PROFESSIONAL EXPERIENCES

Chubb Asia Pacific · Singapore · Apr-2024 to Present

Chief Technology Officer
Roles: Global CTO and Head of Engineering

- Entrusted with shaping the future of software delivery as a core committee member, defining and implementing a next-generation SDLC powered by agentic AI to accelerate innovation, enhance quality, and transform how engineering teams operate at scale.
- End-to-end IT leadership: Oversee all technology functions, from strategic initiatives such as CAPEX allocation to day-to-day BAU operations and OPEX optimization.
- Cultural transformation: Spearhead the shift towards an engineering-driven organization, embedding innovation, agility, and modern delivery practices into teams and processes.
- Executive stakeholder management: Partner with the Regional CEO, Country CEOs, and the Global Management Team to align business strategy with scalable technology solutions.
- Global Engineering COE: As Head of Engineering, building a Center of Excellence in Hyderabad spanning cloud engineering, software engineering, test engineering, data engineering, and process automation, setting standards and driving adoption across regions.

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Standard Chartered Bank · Singapore · Nov-2022 to Apr-2024

Head, Data, Platform and AI Models Engineering for Financial Crime Surveillance Operation (FCSO)
Roles: Head of Engineering, Agile Coach, Data Solution Architect, Data Science Engineering

- Led a team of data scientists, data engineers, data analysts, test automation engineers, site-reliability engineers and scrum masters.
- Big data delivery (over 90 terabytes) for FCSO domain consumption including transaction screening, monitoring, MI and analytics with Spark-based data services.
- Led a team of data engineers and data scientists to perform end-to-end AI/ML model development for the purpose of mule account and shell company detection while uplifting the engineering for the MLOps platform.

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AIA · Singapore · Mar-2021 to Nov-2021

Head of Technology Strategy & Management
Head of Transformation Office, Head of Agile COE

- Directed cloud migrations and DevSecOps strategies for enterprise-wide systems.
- Oversaw IT budgets, project management, and Agile coaching for C-suite leaders.

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Standard Chartered Bank · Singapore · Nov-2016 to Feb-2021

Head of Engineering, Agile & DevOps for Risk Technology
Roles: Architect, Solution Architect, Developer, DevOps & SRE Lead and Agile Coach
- Architected and implemented microservices platforms, enabling high-frequency deployments.
- Designed Kubernetes-based MLOps platforms for scalable AI/ML model development.
- Designed and built a Machine Learning Platform for Model Development and Deep Learning on Kubernetes.

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DBS BANK · Singapore · May-2015 to Nov-2016

Software Development Manager
Roles: Solution Architect, DevOps Lead, Development Manager
- Introduced Pivotal Cloud Foundry (PCF) for microservices and CI/CD automation.
- Delivered credit risk and investment platforms leveraging modern frontend and backend frameworks.

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PREVIOUS ROLES

- Software Development Manager, ANZ Bank (2012 – 2015)
- Architect & Technical Lead, Barclays Capital (2009 – 2012)
- Analyst Developer, Schroders Investment Management (2007 – 2009)
- Software Engineer, Agilent Technologies, Intel Technology, Runge (2004 – 2007)

TECHNICAL EXPERTISE

- **Technologies:** LLMs, Agentic AI, Kubernetes, Spring Cloud, Spark, Kafka, TensorFlow, REST APIs, ReactJS, Python, Java, Microservices, Pivotal Cloud Foundry
- **Tools:** Jenkins, Ansible, SonarQube, ELK Stack, Selenium, Artifactory
- **Domains:** Cloud Engineering, DevSecOps, Agile Transformation, AI/ML Model Engineering

EDUCATION
M.Sc. and B.Eng. in Electrical, Electronic and System Engineering
1996 to 1999, 2000 to 2002
NATIONAL UNIVERSITY OF MALAYSIA

Professional Certificates in Financial Market Operations
SINGAPORE MANAGEMENT UNIVERSITY (SMU)
2010

REFERENCE
Sean Coppinger
CIO Functions at Standard Chartered Bank
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