Malin Kankanamge

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Education

Master of Commerce in Information Systems | *The University of Sydney*   (2015 – 2017)

Bachelor of Science in Neuroscience | *The University of Sydney*   (2010 – 2013)

Work Experience

Technical Business Analyst | Commonwealth Bank of Australia   (Aug 2020 – Jun 2023)

Cyber Resilience - Analysis and Remediation:

- Assessed backup and recovery capability of all critical services/applications in CBA. Ran cycles of data gathering for 2 years with extensive stakeholder engagement, management reporting and creation of dashboards to track compliance against risk measures. Took the org from 25% risk compliance to 98% risk compliance. Data was collected and tracked through a web portal that was built by the team.
- Worked with a small team of 3-4 developers to create a fast responsive web app which could replace the previous web portal and provide better usability, advanced reporting functionality, greater flexibility for future designs and meet all the reporting needs of APRA/CBA Risk Mgmt.
- Coordinated a team of consultants in the design and implementation of a new attestation portal solution within the ServiceNow environment to align with long term infra strategy to move all compliance activities to ServiceNow.

Backup and Storage Cost Optimisation:

- Reduced data consumption/vendor mgmt costs across the backup and storage portfolio by $20M ($150M cost basis). Coordinated multiple teams to develop a series of cost savings initiatives, created detailed business cases with financial modelling for all initiatives and managed the work of engineers/ops teams for timely execution.
- Solutioning and business case development for the migration of Dell/NetApp storage and backup volumes to AWS/Azure based solutions for large costs savings and new strategic direction.

Migration of Users from On-Prem Personal Drives to OneDrive Cloud:

- Rolling migration of all cba staff from deprecating on-premise hosted storage solution to MS OneDrive.
- Developed user stories for different business groups' needs and how the transition would affect them - working closely with stakeholders to understand their needs.
- Develop financial business case to justify cost savings of technology transition. Project planning and rollout, troubleshooting technical blockers.

Skills: Storage & Backup Engineering, Financial Modelling, Business Case Development, Cloud Computing (AWS/Azure), Risk Mgmt, Business Analysis, Project Management, Python, SQL, Advanced Excel

Business Analyst | Macquarie Group   (Dec 2016 – Aug 2020)

Infrastructure Transition/Transformation

- Lead business analyst on a multimillion-dollar strategic initiative to insource voice services management globally from AT&T to Macquarie's in-house management. The successful implementation of the project substantially reduced customer wait-times on tickets, reduced overall service costs by ~$5M and greatly improved the end-to-end service for customers.

Deploying New Technology Solutions

- *Smart Locker System Implementation:* Managed a pilot innovation project end-to-end to determine the feasibility of installing a modern smart-locker system within Macquarie. Resulted in a further rollout of the product.
- *Global Switchboard Upgrade:* Team lead on the upgrade of legacy switchboard systems across five geographic regions to a modern system. Requirements gathering, user story generation, user/management interviews, vendor RFI. The implementation improved the end-user experience and closed a significant business risk.

Data Modelling and Business Case Development

- Conducted detailed financial modelling and developed the business case on the value of moving from a legacy trading communications system to a cloud-based digital communications system for traders. Presented a detailed financial plan to stakeholders and succeeded in having the project approved.

Skills: Business Analysis, Business Case Development, bash, Python, Infrastructure Transition/Transformation, Enterprise Voice and Video Platforms, Financial Modelling, Monitoring/Dashboard design, Splunk

Interests: Hiking/camping, cooking, meditation, philosophy, drums, community building