

Kuhandran SamudraPandiyam

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Summary

Project Delivery Management Leader with nearly 8 years of experience delivering multi-country programs across insurance and banking sectors. Skilled in business analysis, process reengineering, Agile methodologies, and cross-functional team leadership. Proven success in stakeholder engagement, project delivery aligned to business goals, and regulatory compliance. Proficient in JIRA, Tempo, Confluence, and SDLC practices.

Proficiency

SOFTWARE ENGINEERING & DEVELOPMENT

- Node.js (API development, backend services)
- React.js (frontend interfaces)
- Next.js (full-stack development)
- RESTful API design
- Git, GitHub workflows, CI/CD
- Docker (containerization, image builds, deployment pipelines)

CLOUD & DEPLOYMENT

- AWS fundamentals (EC2, S3, Lambda)
- Docker-based deployments

DATABASE & SYSTEMS

- SQL (MySQL, PostgreSQL)
- NoSQL (MongoDB)

FINTECH & INSURANCE DOMAIN EXPERTISE

- Banking platforms (e.g., Maybank internal systems)
- Insurance system analysis (FWD, ASEAN & HK regions)
- Payments, compliance flows, operational workflows
- Core system integration

PRODUCT & BUSINESS ANALYSIS

- Requirements elicitation
- BRD creation & solution design
- User story mapping
- Process improvement & workflow optimisation
- Data-driven decision making

WORK EXPERIENCE

TECHNICAL DELIVERY MANAGER

FWD Technology and Innovation Malaysia Sdn. Bhd | Aug 2023 - Present

- Led multi-country insurance program delivery (Thailand, Hong Kong, China, Vietnam), managing complexities to ensure strategic alignment and adherence to local regulatory compliance.
- Led and managed a high-performing hybrid organization of 30 includes technical, operations, and business professionals, effectively functioning as a cross-functional delivery and customer success unit aligned to regional strategic goals.
- Secured strategic alignment and executive buy-in across 10 internal stakeholders, vendors, and compliance units, ensuring delivery consensus and reducing overall project delays by 15%.
- Drove platform adoption and value realization by leading the complete migration of core applications to cloud (Skytap), maximizing platform utilization, and achieving measurable customer outcomes like 30% operational efficiency improvement.
- Integrated AI/ML solutions on cloud platforms (e.g., LLMs for fraud detection) to enhance operational precision, demonstrating a capability to leverage advanced features to drive customer outcomes and technology consumption.
- Managed Service Level Agreements (SLAs) and service contracts for application support and maintenance with clients (FWD Takaful and IB), ensuring compliance with uptime, performance standards, and regulatory requirements.

SENIOR SOFTWARE ENGINEER

MAYBANK | AUG 2017 – AUG 2023

- Directed and owned application development and maintenance across multiple regional banking systems, ensuring high standards for code quality and scalable, maintainable architecture.
- Drove process optimization by analyzing business requirements to develop detailed technical specifications and automating deployment processes (using Git, Bash, and WinSCP), successfully reducing release times.
- Mentored and upskilled team members on structured Work Breakdown Structures and resource allocation using Tempo, enhancing the predictability and planning capabilities for technical delivery.
- Coordinated cross-functional teams (including Business, Compliance, and IT) deliver complex banking projects, ensuring direct alignment with regional business goals and regulatory compliance requirements.
- Influenced delivery standards and organizational agility by facilitating the adoption of Agile and DevOps methodologies across the team, significantly enhancing collaboration and delivery efficiency.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

Cardiff Metropolitan University, Specialization in Business Analytics

Sep 2022 – July 2024

BACHELOR OF COMPUTER SCIENCE

University of Wollongong Australia, Specialization in Software Engineering & Digital Systems Security

Jun 2013 – Aug 2017

TECHNICAL SKILLS

- Programming: React, Redux, Node.js, Typescript, JavaScript, Java, Spring Boot, Python, SQL
- Tools: JIRA, Confluence, Tempo, Git, Azure Pipeline, Webpack, JIRA, ServiceNow, HP ServiceDesk, MS Word, MS PowerPoint, MS Visio, MS Excel, Power BI
- Cloud Platforms: Azure, AWS
- Methodologies: Agile, DevOps, SDLC
- Other: RESTful Web Services, JSON, Life Asia

CERTIFICATIONS

- Certified Scrum Master, Scrum Alliance

LANGUAGES

- English (Fluent)
- Tamil (Native)
- Sinhala (Fluent)

PROJECT HIGHLIGHTS

- Maybank2U Online Banking: Regional internet banking platform for transactions and services.
- SMART 2.0 Malaysia: Insurance agent platform for policy sales and illustrations at FWD.
- CCR MYS: Customer platform for risk profile analysis at FWD Malaysia.
- Life Asia to SKYTAP Migration: Coordinated front-end integration for cloud migration projects at FWD.