

# Kuhandran SamudraPandiyan

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Kuala Lumpur Malaysia | (+60) 149337280 | kuhandransamudrapandiyan@gmail.com | [LinkedIN](#)

## 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.