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# Kuhandran SamudraPandiyan

## Solution Delivery Manager

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### Summary

**Regional Delivery Lead | Fintech & Insurance Operations | BNM Compliance Expert**  
Regional Delivery Lead with an MBA in Business Analytics and over 7 years of experience steering high-stakes digital transformations for major financial institutions (FWD, Maybank). Delivered 83% reduction in release cycles and 98% resolution of critical regulatory findings via AI and DevOps automation.

### EXPERIENCE

**FWD Insurance, Kuala Lumpur - Malaysia** - *Assistant Manager (Solution Delivery and Application Support)*

Aug 2023 - PRESENT

- **AI-Driven:** Achieved a 67% increase in team velocity by architecting and deploying customized Microsoft AI agents to automate code debugging and documentation tasks.
- **Regulatory Compliance:** Secured 98% resolution of critical Bank Negara (BNM) audit findings by integrating ServiceNow and JIRA with Azure Pipelines for automated Change Management.
- **Platform Migration:** Directed the front-end integration and adoption for a full-scale platform migration (Life Asia to Skytap), resulting in a 30% gain in operational efficiency.
- **Regional Leadership:** Manage cross-border delivery teams, ensuring cohesive alignment of goals across regional operations.

**Maybank, Kuala Lumpur - Malaysia** - *Team Lead (Maybank2u Online Banking)*

Aug 2017 - Aug 2023

- **Deployment Transformation:** Slashed regional deployment times by 83% (from 60 to 10 minutes) by migrating manual builds to a Git/Jenkins automated pipeline.
- **ASEAN Operations:** Directed the regional development and maintenance of online banking applications for Indonesia, Singapore, and the Philippines, ensuring seamless operations.
- **Full-Stack Engineering:** Developed and maintained React.js applications using React Hooks and Redux to create dynamic forms, significantly reducing development costs.
- **Security & Compliance:** Addressed cybersecurity vulnerabilities and promoted secure coding standards in collaboration with Bank Negara, ensuring 100% compliance.
- **API Integration:** Supported complex API integrations for insurance renewal and purchases through regional banking partners.

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## EDUCATION

**University of Wollongong, Australia** - *Bachelor of Computer Science (Software Engineering & Digital Systems Security)*

**Cardiff Metropolitan University, UK** - *Master's in Business Administration (Business Analytics)*

## Technical Skills

- **Leadership:** Strategic Leadership, Regional ASEAN Operations (ID, SG, PH, MY, HK), Regulatory Governance (BNM)
- **Cloud & DevOps:** AWS, Azure, Skytap, Azure Pipelines, Jenkins, JIRA, ServiceNow
- **Tech Stack:** React.js, Next.js, TypeScript, Python, Spring Boot, MongoDB
- **Data:** Power BI, Business Analytics, Microsoft Power BI Certification

## Awards & Certifications

- **Developing on AWS** | AWS
- **ICT Project Trade Show 2017:** Highly Commended Project for IoT/Beacon Digital Directory app
- **Hackathon Recognition:** CodeFest 3.0 & IFLIX/Hack participant