



Kanthan S Nyanasegeren

Vice President, RPA Specialist and CoE Lead

A performance-driven, results oriented IT, Operations, and Business re-engineering professional with a well demonstrated capability to achieve and surpass all objectives and targets in a challenging, fast-paced environment. Exceptional management skills enhanced by the ability to adopt methods out of the norms to accomplish enterprise-scale projects within the stipulated time frame.



Experience

AFFIN BANK BERHAD

Oct 2020 – Current : Vice President, RPA Specialist and CoE Lead (Digital Banking – Process Innovation)

- Lead the RPA Centre of Excellence (CoE) team which consists of RPA Developers, Business Analysts, Test Managers, IT Lead, Testers and L1 support (Bot Admin)
- Lead Group wide RPA implementation (Analyze, COE prioritization, COE concurrence, Development, Test, Deployment & Post Production Support)
- Lead RPA Council meeting on Business Case, Change Management Scope & Process Prioritization with RPA Council members
- Establish RPA Framework and Governance for Affin Group as a whole
- Enabled IT solutions and Infrastructure readiness for RPA in the bank
- Manage the RPA capabilities through delivery of new processes and support of existing processes
- Champion automation first principal adoption across the bank
- Lead future integration between RPA and other technologies in line with the future digital trend
- Develop long term technology strategies centered on business objectives
- Identify and implement new innovations for process and system improvements
- Manage RPA vendor (deliverables) throughout the strategic agreement period
- Provide executive support and governance to Centre of Excellence & project team



Personal Info

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Education

2006

Bachelors of Business
Administration with Honors
(Marketing)
Northern University of
Malaysia (UUM, Sintok, Kedah,
Malaysia)

2002

Malaysian Higher School
Certificate (STPM)
Anglo Chinese School (ACS)

2000

Malaysian School Certificate
(SPM)
Anglo Chinese School



Experience

CIMB BANK BERHAD

Apr 2018 – Sep 2020 : Assistant Vice President, Group Technology – Business Enablers (Technology for Operations)

- Manage multiple applications related to back-end Operations including Cheque Clearing Applications which is a critical application in the bank. This includes CIMB and iCIMB portfolio
- Co-ordinate and manage all the IT projects related to back-end Operations in Malaysia. This includes all new systems introduced in back-end Operations and enhancement of existing applications
- Provide first level IT solutions to meet stakeholders requirements
- Create technical solutions documents for approval
- Hiring of Overall Project Managers, IT Project Managers, Test Managers, IT Leads and work alongside with the them to ensure the project deliverables are met within the timeline
- Manage projects including budget and resource requirements
- Act as a Relationship Manager between Operations team and other IT applications towers
- Delivery Manager to ensure timely and accurate requests by business unit and the stakeholders are delivered
- Work closely with Enterprise Architecture Solution team for all new and existing applications architecture design and changes

Jan 2016 – Apr 2018 :

Manager (Regional Business Re-engineering, Group Operations)

Assistant Vice President (Robotic Process Automation Project)

- Responsible for regional business re-engineering. To ensure all countries meet the cost income ratio and also reduce error rates
- To champion process improvement projects carried out in all regions
- Coordinate internal resources and third parties/ vendors for the flawless execution of projects
- Develop project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Perform risk management to minimize project risks
- Create and maintain comprehensive project documentation
- Bridge between Business, Technology and other business units in the organization
- Ensure all projects delivered timely and within scope and budget



Skills

Communication

Organizational

Administrative

Decision making

Training and development

Multitasking

Negotiation

Budgeting

Conflict management

Problem solving

Creative thinking



Projects

- Robotic Process Automation (CIMB)
- Technology Refresh
- Loan & Disbursement System Enhancement Project under Credit Administration
- Migration of Self Service Terminals from Windows 7 to Windows 10
- Auto Reconciliation and Dispute Management System
- Centralization of Hire Purchase Processing Centers and Process Improvement
- Project Jaegr under Group CEO Office. Act as Six Sigma Coach



Experience

CIMB BANK BERHAD

Aug 2011 – Dec 2015 : Assistant Manager -> Manager (Credit Supervisor)

- Lead, supervise and manage credit processing team
- Monitor and assure staff complying business rules and guidelines in their work process
- Review and evaluate card applications for new and existing accounts within Discretionary Authorization given
- Lead and handle other adhoc projects tasked

Mar 2011 – Jul 2011 : Assistant Manager (Credit Supervisor)

Seconded to Singapore

- Establish Credit Card Processing team in CIMB Singapore
- Provide comprehensive training on credit card operations
- Assist on Business Manual preparation
- Hiring and recruitment of new staff for credit operations
- Initiate new methods of processing to suit the environment and business needs in Singapore
- Plan on the transition of the work processes effectively

Apr 2008 – Feb 2011 : Executive (Credit Analyst)

Includes Singapore credit card processing (3 months)

- Review and evaluate card applications for new and existing accounts
- Verify, update and develop credit information from the card applications and other sources for credit evaluation
- Make enquires via telephone calls or through credit bureau reports to verify employment and, salary details and obtain credit ratings from banks and other sources indicated on the application
- Develop credit information for applicants with little/ no credit history
- Ensure quality of applications processed and detect any attempt of fraudulent application and ensure daily KPI set by on the number of applications processed and turnaround is met

HSBC DATA PROCESSING (M) SDN BHD

Oct 2006 – Mar 2008 : Customer Service Executive

- Responsible for customer service in the digital equipment divisions, duties included answering customers' queries, problem solving and providing detailed information on new and existing products for Australian customers
- Worked under retention and investigation Unit
- Responsible to handle customers' complaints and unsolved issues for customer service team



Languages

English



Malay



Tamil



Certificates

- Lean Six Sigma (Green Belt)



RPA Tools

- Automation Anywhere
- UiPath
- Rebot