



Cordelia Anne Sunita Chandran

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Career Summary

A highly driven Contract & Business professional with 16+ years strong track record in contracting, governance and implementation of complex, non-standard, global deals for multinational companies.

My legal background has equipped me to provide an extensive insight on contract management to turnaround business performance. My multilingual ability is an additional competence that helps me to communicate better with customers from diverse backgrounds and helps to resolve language conflicts.

Proficient in revenue recognition and end to end commercial process (proposition to order to cash)

I have delivered and protected significant business value for the company and customers.

My achievements are the testimony to my strong ability to influence and collaborate closely with the multiple stakeholders, internal and external, across organisation levels, functions and cultures.

Core Competencies

- **Leadership & People Management**
 - Leading a team of contract administrators to achieve operational excellence.
 - Comfortable in leading teams from diverse background.
 - Experienced in hiring, talent development and employee engagement activities.
- **Effective communicator & Relationship Management**
 - Establish working relationship with both internal and external client.
 - Ability to build a bond with team members in multicultural settings
 - Exceptional listener and communicator who effectively conveys information verbally and in writing.
- **Operations and Risk Management**
 - Drive objectives on all key metrics as well as year to year improvement, defective rate reductions and reduction of time spent on these activities.
 - Deliver satisfactory results or compliance/SOX testing/audits.
- **Reporting and Analytics**
 - Data presentation to senior leadership.
 - Conduct in depth root cause analysis to resolve misses or defects.

Professional Experience

Oracle Corporation Malaysia Sdn. Bhd

May 2022 - Current

Position Title: Senior Deal Manager

Roles & Responsibilities:

- ☐ Lead and manage end-to-end contracting process for strategic, non-standard transactions.
- ☐ Review standard as well as non-standard contracts for various Lines of Business for multiple countries in the ASEAN Region.
- ☐ Set the overall direction for the deals and responsible for the successful execution of the contracting process, ensuring consistency and adherence with Oracle strategy, commitments and goals as well as compliance with Oracle policies and procedures.
- ☐ Co-coordinate discussion amongst Sales and multiple Oracle functional stakeholders (Deal Specialist, Revenue Recognition, Finance, Legal, Business Practices, Migrations, Order Management) to reach agreement on contracting terms in order to solve complex contracting scenarios and meet the specific needs of the customer.
- ☐ Support sales team in customer negotiations, identifying language approval issues, the relevant approver, and alternative approaches, beyond the boundaries of a region or country.
- ☐ Facilitate timely execution of deals while ensuring compliant business.

IPC Information Systems (M) Sdn. Bhd

January 2021 – April 2022

Position Title: Associate Legal Counsel

Roles & Responsibilities:

- ☐ Legal lead for APAC region.
- ☐ Draft, review, negotiate and advise in respect of a variety of agreements including: Cloud agreements, Sale, Installation and Maintenance agreements, Network services agreement, Co-location and Carrier agreements, Software licenses, Lease agreements, Confidential agreements, Distribution and Service Partner agreements and Data processor agreements.
- ☐ Responding to the legal aspects in tender responses.
- ☐ Liaise with the global legal team in EMEA and US and comply with any requests.
- ☐ Assist with the APAC region to create / implement / review / amend processes and trainings.

Orange Business Services (M) Sdn. Bhd

May 2018 – December 2020

Position Title: Contract and Business Manager

Roles & Responsibilities:

- ☐ Overall process owner for all governance and contracting matters in APAC.
- ☐ Lead a team of 8 staffs to manage the end-to-end contract life cycle covering pre-sales commercial management and contract negotiation.
- ☐ Offer/contract approval control, PO and invoicing and post-sales contract and risk management.
- ☐ Contribute to the account P&L from order to cash, fulfilment of contract obligations and change governance for a portfolio of strategic multinational enterprise customers.
- ☐ Oversee governance activities on contract's execution and relevant changes, ensuring contract submittals, contract validity, scope and deliverables are closely monitored.

- ☐ Carry out periodical contractor performance evaluations and present them to the management to ensure contractor's performance and issues are closely monitored and properly addressed.
- ☐ Provide contract analysis to relevant contract owners and users to ensure optimization of the contracts for future tenders based on the lessons learnt.
- ☐ Monitor systems and tools related to contract management, ensuring contracts and relevant information are kept safely.
- ☐ Ensure the contractual obligations available are managed by the relevant projects and operations teams, and periodical reports of issues are highlighted, managed and resolved in a timely manner.
- ☐ Manage contractual disputes with stakeholders and other divisions namely legal, tax and finance.
- ☐ Serve as the point of contact for customers on contractual matters, ensuring timely review and approval / reconciliation of variations.
- ☐ Provide redlined recommendations on all standard and nonstandard contracts, often negotiate directly with customer's legal team or purchasing staff until consensus has been reached.
- ☐ Maintain contractual records and documentation such as receipt and control of all contract correspondence, customer contact information sheets, contractual changes, status reports and other documents for all projects.
- ☐ As needed, provide guidance on contract matters to Sales, Contract Executions or other operational staff, including training in contracting practices and procedures.
- ☐ Develop and implement procedures for contract management and administration in compliance with company policy. As appropriate, contribute to or influence company policies.
- ☐ Monitor compliance by company employees with established procedures. Identify areas of recurrent pressure.
- ☐ Work with Finance to ensure adherence to finance and risk requirements such as revenue recognition, pricing and discounting policies, contractual insurance, export controls.
- ☐ Monitor competitive terms. Monitor customer satisfaction with organization's terms and contracting practices. Recommend changes.
- ☐ Ensure that signed contracts are communicated to all relevant parties to provide contract visibility and awareness, interpretation to support implementation.
- ☐ Handle on-going contract issues and change management.
- ☐ Monitor transaction compliance (milestones, deliverables, invoicing etc)
- ☐ Oversee Service Level Agreement Compliance.
- ☐ Ensure contract close-out, extension or renewal.
- ☐ Provide ad-hoc support as directed by APAC Management for Profitability Management.
- ☐ Design and execute specific profitability improvement initiatives.
- ☐ Preparation of business reviews, reporting and analysis.
- ☐ Implement transaction quality improvement programs for strategic accounts leading to quantifiable profit increment and economic gains.
- ☐ Support the region in issues and disputes with clients and vendors, and ensure all corrective actions are completed and realized.
- ☐ Supported organizational transformation with the delivery of a structured knowledge sharing program to the sales and project manager community on contracting topics.

Contract Advisor

Roles & Responsibilities:

- ☐ Reviewing, negotiating and drafting wide variety of agreements including data, software licenses, services, maintenance, web based services and other commercial contracts from different regions, at global level.
- ☐ Critical role in the initiation and steady state phases of the contract life cycle.
- ☐ Supporting Project Executives and business line to advice on the business terms and conditions of the contract as well as contract related audit and compliance issues.
- ☐ Adhering and implementing the contract governance for a new contract based on IBM Processes and Contract Specificity
- ☐ Setting up the process measurements that align with IBM's/client's business strategy to monitor process efficiency and effectively.
- ☐ Utilize knowledge of systems and tools in support of the end-to-end fulfilment process.
- ☐ Support IBM to improve contract performance, streamline and standardize processes, and maintain control posture and audit readiness.
- ☐ Coordinate escalation and resolution of major service issues.
- ☐ Report promptly to management and business partners regarding critical issues and risks until resolution including regular status reports to management on application status and other metrics.
- ☐ Adhere responsibility over any new contracts logged in Programme Management Portal and closely monitor project stage gates of all records in the tool.
- ☐ Engage with Opportunity Owners on all project milestone to adhere its agreed due / Negotiate with stake holders on revised due and ensure it has obtained a proper approval (artefact) from Client/Stakeholder.

Steelcase Office Solutions Sdn. Bhd

December 2010 – July 2015

Corporate Counsel, Associate

Roles & Responsibilities:

- ☐ Assisting Legal Counsel on all corporate, legal and regulatory matters.
- ☐ Draft, review, negotiate and finalize broad range of bilingual agreements in English and Mandarin, including purchasing agreements, services agreements, real estate lease agreements, third party agreements, vendor supplier relationships, general litigation, and employment law for the Company and its entities in India, Australia, Japan, Korea, Singapore and China.
- ☐ Participate in the definition and development of corporate policies and providing guidance on the legal implications of the said policies.
- ☐ Research and analyse the Law on complex issues and write briefs for submission.
- ☐ Handle secretarial matters such as preparing Board Resolution and Annual Filing.
- ☐ To keep abreast of new legal regulatory and international best practices on Regulatory Compliance.
- ☐ Supporting major tenders across the business.

- ☐ Supporting HR on the handling and resolution of employee issues including conduct of disciplinary hearing and any subsequent industrial tribunal hearings.
- ☐ Perform ad hoc tasks assigned by superior from time to time.
- ☐ Built up good rapport with government sectors and client personnel at all levels.

Biforst Logistics Sdn.Bhd

September 2008 – November 2010

Legal Advisor

Roles & Responsibilities:

- ☐ Drafting, reviewing and negotiating the terms of any contracts such as services, sale-purchase, lease, consultancy, non-disclosure agreements, employment, joint venture, acquisitions, tenancies, and other legal documents for various requirements of the company and its affiliated companies, including assistance for the extension, amendment or termination. Advise on any contracts and agreements to be entered into by the company and its affiliated companies in various jurisdictions.
- ☐ Responsible for vetting and ensuring that all agreements, contract arrangements and other legal documents provided comply with company policy and business requirements.
- ☐ Provide legal input and undertake administrative processing and operational aspects of legal department's function in areas including trademarks records, management of panel matters.
- ☐ Responsible for the effective and efficient management of the company's Legal Department, and ensuring effective management of legal and contractual risks for the whole group of companies.
- ☐ Keep abreast of applicable laws, legal/contracting issues and practice which may influence and affect the business practices of the organization.
- ☐ Provide legal advice to the Company's corporate exercise, due diligence and contract matters.
- ☐ Prepare periodic reports on status of all legal matters assigned for the Management.
- ☐ Liaise with External Counsel on case to case basis.
- ☐ Support the Human Resource Department on matters related to Labor laws, employment and termination procedure with in-depth knowledge of Domestic Inquiry procedure.
- ☐ Participate in any other ad-hoc assignments given from time to time.
- ☐ Coordinated team efforts and contributed to completion of such proposals with minimum supervision.

Pathi & Associates

November 2004 –August 2008

Conveyancing Executive (Fresh/ Entry Level)

Roles & Responsibilities:

- ☐ Assist in handling conveyancing matters such as preparing and handling of the Sales and Purchase Agreements, Memorandum of Transfers, Discharge of Charge, Receipt and Reassignments, Facilities Agreement and Advices for Drawdown.
- ☐ Preparing and attending to legal documentation related to conveyancing and loan from the initial stage until the completion stage.

- ☐ Attend to banking, property and conveyancing matters, corporate matters and work in progress.
- ☐ Attending to correspondence clients, relevant authorities, and other work assigned by the firm.
- ☐ General secretarial and administrative duties as an when required.
- ☐ Organize and maintain legal records so that filing system can be easily accessed to archive case files and documents.
- ☐ Keep and monitor volumes to ensure that law library is up to date.
- ☐ Review file pleadings, petitions and other documents relevant to court actions
- ☐ Prepare draft pleadings, correspondence, legal memoranda, briefs and other documents.
- ☐ Search for and study legal documents to investigate facts and law of case, to determine cause of action and to prepare cases.
- ☐ Prepare and draft petitions and associated documents to assist troubled clients.
- ☐ Prepare status report and other related work assigned from time to time.
- ☐ Assisting with preparation of cause papers, affidavits, application to court and legal submissions.
- ☐ Undertaking necessary legal research and providing legal support to lawyers and the partners in the dispute resolution practice group.

Education & Training

- ☐ Bachelor's Degree in Law (Hons)
 - University of Northumbria
- ☐ IBM Agile & Leadership Strategy
- ☐ Risk Management
- ☐ Data Science
- ☐ Critical thinking & applications in Management
- ☐ Corporate Business Ethics
- ☐ Leadership & Delegation
- ☐ Leading in Diverse Environment
- ☐ Cross Cultural Management

Affiliations

- ☐ Education, Research & Welfare Foundation
- ☐ Myskills Foundation

Languages

- ☐ Excellent spoken & written Malay, English, Mandarin & Tamil

Reference

Name	Manimala Kuppusamy	Kiranjeet Kaur
Position	Senior Project Manager	First Line Manager
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