



Arun K Sivanandan

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ABOUT ME

- Almost 28 years of hands-on experience in system analysis, development, and management within the realm of software projects, I bring a proven track record of excellence. For the past 24 years, I've been at the forefront, leading & overseeing market-defining software development projects to successful outcomes.
- My project management expertise is underpinned by a diverse toolkit that includes Theory of Constraints, Agile-SCRUM methodologies, and credentials such as [PRINCE2 Practitioner](#) and [Scaled Agile Framework \(SAFe\) 4 Agilist](#).
- Deeply passionate about how Generative AI & Cloud have been transforming the landscape. I have [Microsoft Azure AI Certification](#) & have hands on experience with developing a RAG based GenAI solution used in Amdocs.
- With enhanced industry focus on cybersecurity, I added a [Cisco Ethical Hacker](#) certificate to my arsenal.
- I previously led a dynamic Solution team, delivering meaningful value to client through agile iterations. In the past, I had led a diverse team of 45 software engineers, managing multiple projects simultaneously.
- I have experience leading large IT Transformation projects for major Telecom Carriers, with teams spanning multiple geographies. I have led teams of multiple Project Managers & Architects who assisted with managing parallel releases.
- I have contributed to key-stone projects like operationalizing **Agile Methodology & Cloud Migration**. I was able to use my comprehensive skill-set that spans the entire software development lifecycle, from initial pre-sales consultations, scoping, solution design, release management, deployment, ongoing support & assessment of value delivered.
- I have acted as the singular point of contact to orchestrate an array of end to end **Program Management** activities including (& not restricted to) talent acquisition, budget management, people management, change management, risk tracking, stakeholder management, P/L tracking etc.
- I've engineered solutions for a wide spectrum of sectors, like Telecom (Fixed, Mobile, Data, Roaming, Interconnect, CRM, Ordering, Self-Service), Satellite TV, ISP, Banking, Financial Services, Traffic Congestion Charging etc.
- My hands-on familiarity with **key Amdocs products**, such as Amdocs Optima, Amdocs Service Mediation Manager(ASMM), Offline Charging Adapter(OFCA), Amdocs Error Manager(AEM), Amdocs Roam Clearing Manager(ARCM), coupled with my familiarity with other products like Amdocs Partner Relationship Management(APRM), Turbo Charging(TC), Amdocs Openet Charging system(AOC-CHF), Amdocs Openet Policy(AOP-PCRF) & Amdocs Network Data Fabric (ANDF) equips me to navigate complex technical landscapes with ease.
- My proficiency in problem-solving, innovation, system design, coding, & adept team management consistently drives results & guides by strategic planning.
- My passion for innovation & knowledge sharing galvanizes my team's & my endeavors, promoting a culture of continuous learning.
- My interpersonal prowess is underscored by an extensive history of leading & collaborating within multicultural teams. My **overseas assignments** include those in North America, the Caribbean, South America, Western Europe, Scandinavia, Central Europe, South Asia, East Asia & Southeast Asia.

WORK EXPERIENCE

 **The Sentient Aura Ventures** – Kuala Lumpur, Malaysia

Chief technology officer

[06/01/2026 – Current]

- Lead the AI-Machine Learning architecture & fine tune biometric capture integration.
- Act as the technical face & **pitch** the solution to private equity investors (Venture capitalists, Angel investors, crowd-funders etc) to raise the capital for transitioning from TRL 7 prototype to TRL 9 mass-market commercialization.
- Transition to scalable cloud infrastructure to handle planned increase in subscriber base.
- Enforce **data compliance**, model governance, ethical AI standards as we prepare for official PDPA Registration Certificate.
- Normalize the code base, oversee Change Management & provide solution for enhancements.
- Transitioned a product designed for primarily a B2C model, to a system which can target B2B and B2B2C models. This required overhaul of the user-management, subscription management & the user-experience.

Brief note about the Organization:

- [The Sentient Aura](#) is an AI-powered wellness companion, which bridges the gap between human psychology & nutrition.
- It is a finalist in the ongoing **Deep-X 2026 accelerator program** by the Selangor Information Technology & Digital Economy Corporation (SIDECE).
- The system uses real-time multi-modal biometric capture to analyze physiological profile/emotions of user & prescribes appropriate nutritional meal plans.

 **Openet Telecom Malaysia Sdn Bhd (Amdocs)** – Kuala Lumpur, Malaysia

Delivery Project Manager

[06/01/2024 – 05/15/2026]

- Enabled **5G SA development**, certification & deployment for Globe Telecom, a major carrier in Philippines. The initial deployment was for Fixed Wireless Access (FWA) & is now being extend it to Mobile subscribers.
 - Developed & deployed a **Filipino government co-funded project** to improve mobile connectivity and access in Geographically Isolated and Disadvantaged Areas (GIDAs).
 - Managed the projects from Scoping Phase, to Deployment & post-Deployment support. The role includes responsibilities of **Release Management & Deployment Management** too.
 - Assisted in year-long-project to upgrade Online Charging solution for a major carrier in Philippines, which handled over 70M subscribers without any disruption of services.
 - Successfully lead project Transformation project for a Major telecom operator in Singapore from development, through Acceptance Testing and post-production support for extended duration. The legacy system was replaced with Amdocs Openet Charging system(AOC-CHF), Amdocs Network Data Fabric (ANDF) & Amdocs Openet Policy(AOP-PCRF), deployed on Amazon cloud on Kubernetes clusters.
 - Worked with security experts to **Mobile Telecommunication Infrastructure Resilience Audit (TIRA Code) & Telecommunications Cybersecurity Code of Practice(TCS) audit** which are mandated by Singapore's Telecom regulator IMDA.
 - Facilitated & supported **Cybersecurity Penetrative Test Audit** of the system. The system was hardened based on the recommendations.
 - Worked in optimizing & reconciling Migration of +300K prepaid subscribers. The design change ensured that migration was accomplished in less than 2/3rd the time with near 0 errors.
 - Worked on solution for consolidation of 2 separate solution instances for prepaid & postpaid customers. The 2 systems used distinct generational versions of AOC. One of them use Microsoft Azure cloud while other used Amazon AWS.
 - Manage project to onboard MVNO starting from scoping stage to production rollout for a Singaporean Operator.
 - Prepared & operationalized **SOP (Standard Operating Procedure) & MOP (Method of Procedure)** to handle operational, administrative, maintenance & regulatory tasks on live system. This also included steps to handle production issues.
 - Manage multiple other projects in parallel which handled implementation for B2B & M2M/IoT solutions provided by a Telecom operator.
- Please refer to "[Projects](#)" section below of this document for a deep dive on few Major projects.

Solution Manager

[08/31/2017 – 05/31/2024]

- Led end-to-end management of solutions, from business initiative initiation to solution grooming and approval for **Astro** - Malaysian satellite television & IPTV provider.
- Created and maintained a **Bill of Materials (BoM)**, aligning it with customer expectations & periodically fine-tuning it for accuracy and efficiency.
- Prepared comprehensive **Request for Proposals(RFP)**, clearly defining business and user requirements, and ensuring completeness of the proposal.
- **Presented new initiatives, financial data and projections to C-Level Executives(CIO/CTO)** and successfully secured their buy-in for key projects.
- Skillfully negotiated costs of Change Requests with customers and development teams, as a Lead of **Change Management Board**.
- Defined scoping strategy for complex project which migrated the on-premises services to **AWS cloud**, involving multiple in-house and third-party teams.
- Collaborated in **Digital Transformation project** based on customer's Digital UX Strategy, which optimized customer journeys by reducing the number of clicks.
- Successfully managed the transition from a waterfall to an Agile model, tailoring the DevOps methodology to operationalize it. This **dramatically reduced Time to Market (TTM) by 70%**.
- Oversaw a solution team of 8 Design Analysts & Product Owners, ensuring steady backlog for multiple Program Increments (PI) while navigating constant changes in program priorities.
- Managed and updated the Business Continuity Plan (BCP) for major releases.
- Held accountability for backlog definition, MVPs, Epics, User Stories, Features, Business Requirements Document (BRD) and oversaw their prioritization with stakeholders.
- Acted as the key point of contact for all solution-related activities, including session facilitation, backlog definition, decision-making, escalations, and handing late requirements.
- Handled **release management & deployment management** roles for key deliveries.
- Standardized & prepared concise assurance & status summaries to support Executive Steering Committee and for regulatory reporting.
- As a **System Integrator(SI)**, directed end-to-end vendor life-cycles. The external vendor contracts were managed by enforcing rigorous Service Level Agreements (SLAs) compliance with the partner/stakeholders.
- Managed and retained overall construct/development budget, engaged in effort negotiation with customers, and allocated Profit and Loss (P&L) to internal divisions.
- Organized regular "Know Something New" training sessions to foster continuous learning and professional development.
- Managed "**Project Cassandra**" which completely overhauled the offerings of Astro & customer journeys.
- Delivered **eWallet solution**, similar to one used for **Financial Services sector**, to handle commissions for Astro Dealers.
- Integrated the system with Astro's integrated Data Lake.
- Rapid deployment of a **Low-Code solution** for selling FIFA World Cup 2022 packages using QR-Code.
- Please refer to "[AI & ML Initiatives & Projects](#)" section below of this document for a deep dive on GenAI & Machine Language Innovations.

Software Development Manager

[02/28/2014 – 08/31/2017]

- Successfully set up and led the software engineering lifecycle of projects, from sales support to post-production support, ensuring seamless project delivery.
- Played a pivotal role in designing and implementing the first installation of Amdocs's core software on a **private cloud for a major European banking client(ABN-AMRO)**.
- Migrated a B2B solution for Banking Services(ABN-AMRO) from IBM MainFrame system to Unix.
- Held accountability for the entire software development project, including planning, execution, monitoring, risk management, issue resolution, and achievement of targets within agreed KPIs/SLAs.
- Successfully responded to Request for Proposals (RFPs), providing well-crafted and competitive proposals to potential clients.

- **Instrumental in expanding the team size by over 100% within 6 months**, leading the team in delivering critical projects across multiple locations such as Austria(UPC), Malta(Melita), USA(TMobile), Germany(UPC), Philippines(Globes), The Netherlands(UPC), Sri Lanka(Etisalat), Ireland(UPC), England(Capita), Russia(MTS), Azerbaijan(Azercell), etc.
- Led the talent acquisition efforts, attracting, interviewing, recruiting, on-boarding, developing, and retaining top talent to build and maintain strong, effective, and competent teams while fostering their growth.
- Acted as the primary point of contact for HR processes, including goal setting, performance reviews, and day-to-day employee relations for a team of around 45 software engineers.
- Successfully managed projects in non-Telecom sectors, including the **Financial Services industry** and **Traffic-congestion charging**.
- Ensured quality objectives were met by following best software engineering methodologies and processes.
- Developed control strategies, guidelines and governance of CI systems to handle issues along the CI/CD pipeline.
- Utilized innovative software engineering tools and techniques to promote a culture of continuous improvement and efficiency across the software and business processes.

Solution Architect / Project Manager (Expert)

[07/21/2006 – 02/28/2014]

- Successfully guided critical software development projects for key global customers, including Vodafone, AT&T, Sprint, Telefónica, Telkomcel, U.S. Cellular, and others.
- Provided expert support for sales and pre-sales pursuits, contributing to successful client engagements and business development.
- Acted as a **Knowledge Trustee**, providing valuable technical support to the project team and facilitating knowledge sharing to enhance the team's expertise.
- Defined comprehensive training and mentoring plans, **formalized reuse and best practices**, and ensured adherence to quality methodologies to drive consistent high-quality deliverables.
- Collaborated with customers to gather requirements and ensure alignment between project goals and client needs.
- Conducted thorough design reviews and provided accurate project estimations for new initiatives.
- Offered valuable feedback to enhance Amdocs' products and refine internal processes, contributing to continuous improvement of Amdocs' services & offerings.
- Advised **Mergers & Acquisitions** team on valuation analysis of the offerings of target companies.
- Integrated specific components of post-merger product into Amdocs' suite. This required enforcing consistent strategy & solution of auditing, session-management, logging, transaction handling, backup etc.
- Administrated and contributed to the consolidation of reuse and best practices through internal technical forums, wikis, and other knowledge-sharing platforms.
- Took ownership as the primary focal to respond **Request for Proposal (RFP)** for Mediation & Pre-Rating functionality.
- **Led a team of Innovation Experts**, fostering a culture of innovation among employees and guiding initiatives to drive technological advancements. The team conducted Market Place to demo the new ideas & innovations.

Team Leader

[10/01/2002 – 08/30/2006]

- Led and supported projects in multiple international locations, including China(BMCC), Indonesia(Telkomcel), the United States(AT&T, Verizon, MetroPCS, Western Wireless), Dominican Republic(CODETEL), Norway(Telenor), Denmark(,Tele Danmark) Spain(Telefónica), Germany(D2), Greece(Cosmote), Romania(Connex), Indonesia(Telkomcel), The Netherlands(Vodafone), etc.
- Managed projects using Waterfall model, Lean, Six-Sigma, Theory-of-Constraints, Scrum/Kanban, Scaled-Agile as per the account & corporate practices.
- Effectively managed large teams throughout project lifecycle, from scoping to post-production support.
- **Developed comprehensive training plans for clients and conducted engaging training sessions.**

Software Engineer

[07/26/1998 – 09/30/2002]

- Designed and implemented systems for Message Acquisition Applications.
- Designed, implemented and tested solution for handling GSM roaming solution.
- Automated & standardized scripts for monitoring production load & housekeeping.
- Supported projects in Brazil, United States, Canada, Norway etc.

AI & ML INITIATIVES & PROJECTS

Generative AI & ML Solutions/Projects

- **GreenBook** - Developed a GenAI **RAG based tool** used by multiple accounts in Amdocs to generate Design Documents, find Reuse, Respond to technical queries & write user-stories,
 - The system used design documents, JIRA extracts, confluence exports, product documents etc, to learn the system & ground responses based on it.
 - I was part of initial team which created a working **PoC** (Proof of concept), which ensured funding from Amdocs for the idea. This version used offline LLM models to address concerns over **Intellectual Property** & cost. This was one of the **earliest attempts** in the company to incorporate AI into solutioning.
 - The production system was hosted on Azure Private Cloud, using OpenAI which took into consideration customer's expectation on sharing of intellectual properties.
 - The project was merged with Amdocs' Unified end-to-end AI solution "Doxana".
- **Ethics in AI** - Conducted a half-day long workshop on AI Ethics during "Solution Congress 2024" a conclave for designers & architects. The session had hands on exercises, case-studies & guidelines on how to identify bias, handle bias & deliver responsible software solution.
- **Self Evaluation Generator** - a M365 Copilot Agent created to assist in preparing & crafting self-evaluation summaries. This was trained using database of samples & fine tuned by pitching against an official tool used to evaluate Self Evaluation reports.
- **Sentiment Analysis on Voice** - A working prototype which analyzed customer calls made to Astro CSRs. This was deployed on AWS & reached finals of Amdocs-Astro Hackathon 2018 - but could not secure future funding due to limited support for Bahasa Malay & Cantonese by the platform in 2018.
- **Effort Estimator** - a pure Machine Learning based solution to estimate Person-Days of development tasks. This tool helped to practice lot of concepts, though the tool was abandoned due operational & functional issues.
- **Miscellaneous Prototypes** - Vibe-coded quick prototypes & dashboards for automation back-end scripts using Cursor AI & Copilot. These systems simplified external validation of the scripts.

PROJECTS

[10/01/2020 – 11/30/2021]

Astro Revamp of Existing offerings & Digital Transformation

Project Outline:

- Team Size: ~90-100 Developers, Project Managers, Testers, Project Officers.
- Customer: [Astro](#) (Malaysia)
- Duration: 13 months [Oct-2020 to Nov-2021]
- Budget: +5.5 million USD. (The actual cost was offset with significant rebates on account of the Long Term Contract with Astro.)

Background, Context & Scope:

- Astro had long enjoyed monopoly as the sole paid television operator in Malaysia. When this monopoly ended in 2017, there was slow reduction in subscriptions due to emerging cord-cutting alternatives.
- By 2019, the satellite TV sector in Malaysia was under lot of stress with increasing competition from OTTs vendors, IPTV vendors & increased Regulatory oversight.
- Astro hired [Simon-Kucher](#), a global strategy consulting firm, to create recommendations to restructure & expand their entire offering.

- The project also included a **Digital Transformation** of the service portals. All the customer journeys were revamped to ensure best customer experience and had to go through vigorous A/B Testing.
- Amdocs was also the System Integrator(SI), taking ownership of an external Workforce Management system (Salesforce Click).

Impact:

- Astro rationalized their offering, which now include new but simplified bundles.
- The self-service, customer-service & dealer portals were revamped to reduce "user-clicks" by **optimizing the journey**.
- The ordering-to-activation flows were updated with new **Business flows**. Special effort was made to reduce truck-rolls for inventory management.
- Bill format was updated to ensure easy interpretation & visualization of cost.
- While the project failed to meet all the targets on acquiring new customers as the timing overlapped with end of COVID induced market downturn, the new Business processes, pricing-model, flexible system ensure reduced operating costs.
- Bundling with **Netflix, Disney+, Hotstar, iQiyi** etc reduced churn & enabled upsell. Customers were offered option to choose bundling with multiple ISP based on serviceability at their home location.

My Role:

- 9 Design Analysis/Product Owners reporting directly to me for ~8 months. 2 additional POs assisted for 1 month each.
- As the **Solution Manager** for the project, I worked with my team & the **Solution Architects** to break up the requirements into MTVs which were deployed in 3 distinct Drops following **DevOps** methodology.
- I was the **Change Manager** & the **Backlog Manager** who ensured that the requirements are clearly documented, controlled scope creep, and solutions were groomed.
- I on-boarded extra hands to help with scoping & managed their training. The hands-on approach in the account ensured they excelled after leaving the account.
- Presented periodic **project updates to C-level management**, discussed risks & mitigations.
- Liaised with **stakeholders** (customers, third-party vendors, business etc) to proactively eliminate bottlenecks.
- Ensured the receivables & deliverables were handled as planned in agreed quality.
- The project was deployed in multiple drops & I was the designated **Release Manager** for key deployments which required co-ordination with other vendors. I did release planning/scheduling, risk assessment & managed the step-by-step execution of the deployment plan.
- Negotiated "actual (USD) cost" with Astro for the project based on the scope of project.

[03/01/2014 – 12/31/2015]

Grow Amdocs Optima Team by 200%

Project Outline:

- Team Size: 15(start) to 45(end)
- Location: Amdocs Cyprus.
- Customers: UPC(Austria, Germany & the Netherlands), Melita(Malta), TMUS(USA), Globe(Philippines), Etisalat(Sri Lanka), Capita(England), AzerCell(Azerbaijan) etc
- Duration: 21 months[Mar-2014 to Dec-2015]

Background, Context & Scope:

- Traditionally, the core client base on Amdocs had been Tier-1 & Tier-2 carriers in EMEA-CALA regions, who would find value in our functionality rich product suite.
- Around 2006, Amdocs decided focus on expanding its portfolio to include a smaller but flexible product for MVNOs, smaller players in the telecom market & in emerging markets.
- Amdocs had **acquired** a small startup SigValue Technologies & initiated the process to include its product into Amdocs's suite.
- The workflows, architecture, work-culture, process for this product was very different from what Amdocs specialized it, which was a challenge to build team to deliver projects based on this.
- A small team was created in Cyprus in late 2012, but the nature of work & the project needs caused lot of churn in the team.
- After the local project manager had resigned, the team worked with Matrix managers who were offshore. This created lot of discontentment in the team.

My Role:

- Starting as the head of the team of 15 people, I focused on guiding & reassuring the team. This was done by setting up regular one-to-one sessions with everyone in the team.

- With eye on growth of the team, I **identified key people with leadership skills & groomed them** for their future roles. This was done with exercises, presentations, role-playing workshops & quizzes.
- I worked with HR focal & set up a special task force to manage the work-life-balance of team, ensuring the percent of people working extremely long hours was minimized & restricted to people on-customer-site.
- My team aggressively & successfully responded to **Request for Proposals (RFPs)**, providing well-crafted and competitive proposals to potential clients which ensured multiple wins.
- With flood of projects & excellent work by my team, I was tasked to increase the team. I led the talent acquisition efforts of attracting, interviewing, recruiting, on-boarding, developing, and retaining top talent.
- We increased the team which had by now become 21, to 45. The churn in the team was restricted to people relocating to other offshore sites.
- The team was **multi-cultural** & included experts from Cyprus, Romania, Russia, Moldova, India & Ukraine.
- Acted as the primary point of contact for HR processes, including goal setting, performance reviews, and day-to-day employee relations for the team, while managing multiple projects in Europe, USA & Asia.

Impact:

- The team grew from strength to strength after I moved to more challenging assignment. This was soon split up into smaller teams focusing on individual geographic regions.
- Multiple successful implementations ensured the **wider recognition of the product** & in some cases it even challenged Amdocs's core suite for RFPs.
- The leaders I groomed, went on to lead major projects & have successful careers.
- The team helped improve the original Sigvalue product which was later renamed as **Optima**. This was later merged with **Comverse Kenan** product & is now one of key source of Amdocs revenue.
- Before taking up this role, I was in technical line (as architect/designer). My success with the team opened up new avenues as Project Manager & People Manager.

[05/01/2024 – 03/31/2026]

5G SA Rollout for Globe, Philippines

Project Outline:

- Team Size: 5(start) to 15(end). Core team had 7 people.
- Location: Amdocs Malaysia
- Customers: [Globe Telecom](#)(Philippines)

Background & Scope:

- Globes lagged behind other carriers in the region in rolling out 5G Services.
- While 5G NSA services were restricted to very small geographical area, there was a renewed focus from the company to rollout 5G SA services.
- The project was complicated by the **big list of partners** involved – including Huawei, METR, Raven along with multiple parallel provisioning, billing, notification & CRM systems which had to be integrated too.
- Globe had evolved its **own internal integration standards** due to workarounds & peculiarities of its charging. This made deploying OOB solution impossible.
- The project's timelines was pushed few times due to challenges with partners, budget approvals &/or **shifting priorities**.

My Role:

- Starting as the head of the 5 people, we helped identify the integration points, and documented the ways in which the Globe solution differed from "Standard 5G".
- As the project was very cost sensitive, we had to make many concessions/modifications to ensure the price for network load, storage etc were very kept at minimal.
- My team prepared the **Solution Documents**, and got approval from stakeholders.
- The project was tracked using JIRA and the team for this was selected based on their skills.
- There was extended period of hands-on integration testing involving multiple teams – **PCRF, SMF, CHF, AMF** etc, some of those teams were not co-located.
 - I created scripts (using GenAI tools) to do short pre-test of the environments & connections, this ensured the team's time was effectively managed.
- Supported testing phases (UAT, Certification) and handled Service Now tickets during the stabilization phase.
- I was the **Deployment Manager & Release Manager** working with Globe's Management & Vendors to plan the deployment, sign off on the deployment plan & oversee the step-by-step execution of the deployment plan.
- We created **documentation to help the support team** to handle the requests for the new services.

Impact:

- The project phase 1 went live in Mar-2026 with the launch of commercial 5G Stand Alone for fixed wireless modems. The designs/plans for extending the services to 5G Mobiles are in progress.
- While the pre-deployment testing was complex, the **successful event-less deployment** to production gave customer confidence to increase the scope.

EDUCATION AND TRAINING

Bachelor of Engineering (Honours) in Computer Science and Engineering

Maulana Azad National Institute of Technology [06/1994 – 06/1998]

City: Bhopal, Madhya Pradesh | Country: India | Website: <http://www.manit.ac.in/>

TECHNICAL SKILLS

Computer Languages

Coding: C, Java, C++, COBOL, Windows C++

Scripting: Javascript, Excel VBA, Autohotkey, Unix Shell Programming (Perl, sed, awk), Python, PHP, SQL, NodeJS.

Low-Code: AppSheet

Docs-as-Code: UML, Markdown, Mermaid

Cloud, ML & AI

Cloud Services: Azure Cloud, AWS Cloud, Linode, Akamai Cloud, Google Cloud.

Containers: Kubernetes, Helm, Docker, Openshift

AI: HuggingFace, Azure AI Services, ChatGPT, Microsoft 365 Copilot, Ollama, Anthropic, Perplexity, n8n.

AI Concepts: Machine Learning (ML), Natural Language Processing (NLP), Retrieval-augmented generation (RAG).

Agentic AI: CursorAI, CrewAI, OpenClaw, Hermes, ADP

Scripting for AI : Python (pandas, numpy, pygame, streamlit, gradio, flask, PyTorch, TensorFlow), Octave

Operating Systems & Databases

Operating Systems: UNIX(AIX, Sun Solaris, HP-UX, etc), Windows, Linux(incl. Kali, Ubuntu), Mainframe MVS/900.

DataBase: Oracle SQL, VoltDB, MySQL, DB2, Hibernate, Redis, Supabase, Turso, NoSql.

Other Softwares

Protocols: TAP3, ASN.1, SOAP, REST, Diameter, SAML, OAuth2.

DevSecOps Tools: ARIS, QualityCenter, Kubernetes, Docker, Maven, Perforce, Jenkins, Rally, Jira, Confluence, CheckMarx.

Support: Service Now.

Video, Visualization : OBS Studio, ShotCut, Canva, Power BI, Excel, Graphite-Grafana

Design: Figma, Canva

Project Planning: MS Project, Trello, Jira, Microsoft 365 Sharepoint.

Automation: Ginger, AutoHotKey, Apache JMeter, Selenium, Grafana k6

Other Specialized Platforms & Tools: Kafka, Wireshark

CERTIFICATIONS

[Axelos, 06/20/2016]

PRINCE2® Practitioner Certificate in Project Management

Link: [https://arun-ks.github.io/cert/?id=PRINCE2 Practitioner](https://arun-ks.github.io/cert/?id=PRINCE2%20Practitioner)

[Microsoft, 06/26/2024]

Microsoft Certified: Azure AI Fundamentals (AI-900)

Link: [https://arun-ks.github.io/cert/?id=Azure AI Fundamentals](https://arun-ks.github.io/cert/?id=Azure%20AI%20Fundamentals)

[Scaled Agile Inc, 09/28/2018]

Certified Scaled Agile Framework(SAFe) 4 Agilist

Link: [https://arun-ks.github.io/cert/?id=SAFe Agilist](https://arun-ks.github.io/cert/?id=SAFe%20Agilist)

[Cisco Network Academy, 12/30/2023]

Cisco - Ethical Hacker

Link: [https://arun-ks.github.io/cert/?id=Ethical Hacker](https://arun-ks.github.io/cert/?id=Ethical%20Hacker)

[Stanford University (Coursera), 02/12/2017]

Machine Learning

Link: [https://arun-ks.github.io/cert/?id=Machine Learning](https://arun-ks.github.io/cert/?id=Machine%20Learning)

[LinkedIn Learning, 09/07/2021]

GDPR Compliance: Essential Training (2018)

Link: [https://arun-ks.github.io/cert/?id=GDPR Compliance](https://arun-ks.github.io/cert/?id=GDPR%20Compliance)

[Udemy, 09/30/2023]

Negotiation Secrets for Master Negotiators

Link: [https://arun-ks.github.io/cert/?id=Negotiation Secrets](https://arun-ks.github.io/cert/?id=Negotiation%20Secrets)

[Axelos, 05/30/2016]

PRINCE2® Foundation Certificate in Project Management

Link: [https://arun-ks.github.io/cert/?id=PRINCE2 Foundation](https://arun-ks.github.io/cert/?id=PRINCE2%20Foundation)

[University of Michigan (Coursera), 03/10/2017]

Successful Negotiation: Essential Strategies and Skills

Link: [https://arun-ks.github.io/cert/?id=Successful Negotiation](https://arun-ks.github.io/cert/?id=Successful%20Negotiation)

[LinkedIn, 08/19/2022]

Strategic Thinking

Link: [https://arun-ks.github.io/cert/?id=Strategic Thinking](https://arun-ks.github.io/cert/?id=Strategic%20Thinking)

[Malaysian Ministry of Digital & Intel, 10/05/2023]

AI Appreciate

Link: [https://arun-ks.github.io/cert/?id=AI Appreciate](https://arun-ks.github.io/cert/?id=AI%20Appreciate)

[Karlsruhe Institute of Technology (iVersity), 03/15/2015]

Idea Generation Methods

Link: <https://iversity.org/verify/bmTUuL>

[Microsoft and LinkedIn, 07/17/2023]

Career Essentials in Generative AI

Link: <https://arun-ks.github.io/cert/?id=Gener AI Essentials>

[LinkedIn, 07/23/2023]

Applied AI: Building NLP Apps with Hugging Face Transformers

Link: <https://arun-ks.github.io/cert/?id=Building AI NLP Apps>

[Udemy Business, 01/21/2026]

Learn Jira with real-world examples (+Confluence)

Link: <https://arun-ks.github.io/cert/?id=Jira and Confluence>

[Inter-Cultural Language School, 07/11/2023]

Bahasa Malaysia Beginner Level 1

Link: <https://arun-ks.github.io/cert/?id=Bahasa Malaysia L1>

[Goethe Institute, 06/22/2015]

German Proficiency (Goethe-Zertifikat A1)

Link: <https://arun-ks.github.io/cert/?id=Deutsch A1>

[Certified Emergency Response Training Academy, 10/22/2024]

Basic Fire Fighting & Emergency Response Plan and Preparedness Training

Link: <https://arun-ks.github.io/cert/?id=Emergency Preparedness>

[Udemy Business, 09/20/2023]

Writing with an AI Companion: ChatGPT for Business

Link: <https://arun-ks.github.io/cert/?id=ChatGPT for Business>

[Universiti Malaya, 05/21/2025]

UM CyberSafe Cybersecurity Core Modules

Link: <https://arun-ks.github.io/cert/?id=UM CyberSafe Core>

[Udemy Business, 10/12/2025]

Wireshark: The Ultimate Hands-On Course

Link: <https://arun-ks.github.io/cert/?id=Wireshark%3A Handson>

[LinkedIn, 09/26/2021]

Web Scraping with Python

Link: <https://arun-ks.github.io/cert/?id=Python Web Scraping>

[LinkedIn, 10/25/2022]

Graphite and Grafana: Visualizing Performance

Link: <https://arun-ks.github.io/cert/?id=Graphite and Grafana>

[Coursera, 02/19/2022]

Canva to Create Social Media Visuals for Business

Link: <https://arun-ks.github.io/cert/?id=Social Media Visuals>

[Udemy, 09/15/2023]

YouTube Creator Course: Audio & Video Production

Link: <https://arun-ks.github.io/cert/?id=YouTube Creator>

[LinkedIn, 12/28/2021]

Power BI: Dashboards for Beginners

Link: <https://arun-ks.github.io/cert/?id=Power BI Dashboards>

LANGUAGE SKILLS

Mother tongue(s): Hindi

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Spanish

LISTENING A2 READING B1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

HOBBIES AND INTERESTS

Long-distance running, cycling & hiking I regularly participated in 10 KM road races, though now I prefer long cycling trips.
The beautiful hills & mountains of Malaysia gives me excellent options to hike on weekends.

Reading, coding I love tinkering with latest AI tools, as it helps me keep up with the developments & to identify useful things/ideas.
I constantly strive to improve my coding skill set to find ways of automate - be it related to work or otherwise.
I am a voracious reader of books - mostly non-fiction.

SKILLS

Microsoft Project (Project Planning software) / Java / SQL / Python / C++ / COBOL / Scripting / Machine Learning / AI / Natural Language Processing (NLP) / Retrieval-Augmented Generation (RAG) / CursorAI / CrewAI / OpenClaw / Cloud Services / Azure / AWS / Kubernetes / UNIX / Mainframe / Oracle / MySQL / Redis / API / SOAP / REST / Diameter / Jira / Confluence / Project Management / PRINCE2 Practitioner / SAlFe 4 Agilist / Cybersecurity / Ethical Hacker / Negotiation / Product Management / People management / Account Management / Customer Engagement / Change Management / Strategy / Figma / Digital / Production Support / Reporting to C level / Leadership / Director / GDPR / Compliance / PDPA / Risk Management / Risk Assessment / Audit / Stakeholder management / Telecommunication / 5G / Charging / Billing / Mediation / Partner Management / FinOps / Presales / Solution Expert / Consulting / Delivery / DevOps / SDLC / MCP / Agentic AI / Big Data / Power BI / Vendor Management / Data Analysis / Steering Committee / Stakeholder Coordination / Managing Vendor Relationships / Machine Language / Business Intelligence/Business Analytics / Programme Management / Risk Assessment & Risk Management / mergers and acquisitions / monitor technology trends / work as a team / Microservices / Git / decision support systems / DIGITALIZATION OF PROCESSES / team building / Mentoring and Leadership Skills