



# Iskandar Najmuddin

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## SUMMARY

A pragmatic technology leader who believes in building systems to solve business problems.

Passionate about innovation and culture.

Massive internet nerd.

## OBJECTIVE

I'm looking to help standalone or enterprise startups scale to stratospheric heights or position themselves for investment or acquisition.

## AREAS OF EXPERTISE

### LEADERSHIP

I build professional, highly-focused teams with a positive, rewarding culture and act as a force multiplier making teams stronger and more effective.

### SCALE-UP STRATEGY

I can provide world-class vision linked to concrete outcomes — both short and long-term, especially for startups who are looking to scale up.

### TECHNOLOGY

I live and breathe the latest AI/ML and Cloud technologies.

### GETTING IT DONE

I'm a doer who loves contributing at all levels to business outcomes.

## EXPERIENCE

October 2021 -  
May 2025

### CTO, Verint Messaging

#### VERINT

Managing multiple teams across the globe to deliver a world-class CCaaS messaging platform for customer service. Driving results using Conversational AI, Machine Learning, and Cloud technologies. Ensuring enterprise-grade security and compliance across the platform.

Key technologies: AWS, Kubernetes, Terraform/OpenTofu, Terragrunt, OKD, Harness, Quay, Packer, Helm, GitOps, Python, Java, Typescript, MongoDB, Elasticsearch, Solr, RabbitMQ, Redis, Hashicorp Vault.

Key compliance achievements: PCI 3.2, PCI 4.0, ISO27001

July 2019 -  
October  
2021

## CTO

### CONVERSOCIAL

**Drove all technical discussions with interested parties leading to acquisition by Verint in 2021.**

Responsible for engineering & technology strategy and tactics. Delivered Deep-Learning powered AI/ML products and services to help our customers provide world-class customer service across social media, messaging, and chat channels. Worked with the Board of Directors, Product & Design, Customer Success, Security & Compliance, Professional Services, and our lovely customers to drive positive results.

Key technologies: Custom Deep Learning inference models and APIs, Docker, Python, Java, AWS, MongoDB, MySQL, PostgreSQL, RabbitMQ, Django, Redis, Elastic

August 2015 -  
July 2019

## Lead DevOps Consultant EMEA

### RACKSPACE LTD.

Provide vision, strategy, and leadership for the DevOps Professional Services function across EMEA, including developing services, processes and tools, getting to market, and driving the delivery engine.

Work directly with customers up to the C-level to understand how best to provide agility, consistency, flexibility, and security across multiple cloud and dedicated platforms - while liaising with a wide range of Rackspace and customer stakeholders. Manage engineering and consultancy capabilities, including the end-to-end Professional Services experience leading to ongoing Fanatical Support.

Also, Nerf gun battles.

Key technologies: Docker, Kubernetes, PowerShell, JavaScript, Python, Go, Ansible, Jenkins, VSTS, AWS, Azure, Google Cloud Platform, VMWare.

August 2013 -  
August 2015

## Technical Director and Co-Founder

### MATTER TECHNOLOGY LIMITED

Full technical oversight over all aspects of client web applications including: specification and requirements gathering, infrastructure planning, implementation, delivery, deployment, maintenance, and optimization.

Ongoing management and development of our in-house product suite using Facebook, Twitter and Instagram APIs for large-scale data ingress and SQL-on-Hadoop reporting.

Development of high-throughput, internationalized social media and mobile web campaigns targeting EMEA and MENAP regions.

Key technologies: AWS, Hadoop (Cloudera), HBase, Impala, Kafka, Storm, Akka, MongoDB, PHP, Go, node.js, Unity3D (C#), PostgreSQL, SQL Server, Redis, AngularJS, nginx, HAProxy, Docker, Ansible, Mesos.

Primary clients: Johnson and Johnson, PricewaterhouseCoopers

September 2010 -  
July 2013

## Senior Director, Platform Services and Technology

### SYNCAPE INC.

Head of Development for flagship SaaS Social Media Suite Product. Responsible for on-site and remote teams, ad-hoc campaign delivery.

Managed and collaborated with development teams across three continents and four timezones (~12 direct reports). Completed a continuous integration and deployment pipeline unifying Java/Scala-based services and PHP-based web apps across AWS-based clusters.

Implemented critical data ingress path for very high traffic social media properties - importing real-time<sup>ish</sup> data from social networks into an Elasticsearch cluster.

Key technologies: AWS, Elasticsearch, MySQL, Java (with a bit of Scala), Hazelcast, Jenkins, Apache, nginx, PHP.

Primary clients: Coca-Cola, AB InBev, Diageo

January 2008 -  
September 2010

## Technical Director and Co-Founder

**NUDGE SOCIAL MEDIA**

**Drove discussions with interested parties leading to acquisition by Syncapse in 2010.**

In charge of everything technical relating to business operations and client social media campaign execution and delivery, including client and in-house business strategy.

Managed technical team of ~10 developers working across both front and backend technologies on multiple, fast-moving client projects. Eventually sold company to Syncapse Inc.

Key technologies: MySQL, CouchDB, memcache, PHP, Flash/Flex, jQuery

Primary clients: Sony Playstation, Pepsi

September 2006 -  
January 2008

## Technical Director

**DYNAMITE PARTNERS LTD.**

Responsible for all technical aspects of building bespoke CMS-backed Web 1.0/2.0 web properties.

June 2005 -  
September 2006

## Freelance Developer

**TARGET VISIBILITY (DUBAI)**

Built a medium-scale click-tracking and BI system for a click arbitrage business. Integrated with Google AdWords and Overture pricing APIs.

January 2003 -  
June 2005

## Senior Developer

**CALLIGRAM**

Worked with our advanced in-house CMF to deliver ecommerce websites.

## EDUCATION

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1993

## Civil and Environmental Engineering

**CORNELL UNIVERSITY**

1992

## Mathematics and Economics

**UNIVERSITY OF CALIFORNIA, BERKELEY**

1992

## High School

**BERKELEY HIGH SCHOOL (CALIFORNIA)**

## ALL KINDS OF SKILLS

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### **Continuous Delivery, CloudOps, & Infrastructure-as-Code** 25 years

Terraform/OpenTofu, Amazon Linux, Ubuntu/Debian, GitHub, Jenkins, Packer, Harness

### **Technology Leadership** 22 years

Leading development, infrastructure, and operations teams to success against all odds.

### **JavaScript & TypeScript** 19 years

AngularJS, React, node.js

### **API Design and Integration** 15 years

RESTful APIs & Services, GraphQL, Swagger/OpenAPI, Facebook, Twitter, Google, AWS, Azure

### **Cloud Architecture & Engineering** 15 years

AWS, Azure, Google Cloud Platform, Kubernetes, Openshift, Docker

### **SQL** 14 years

MySQL, PostgreSQL, SQL Server, Hive, Impala

### **NoSQL** 9 years

MongoDB, Redis

### **Python** 9 years

Mostly focused on lightweight web frameworks, CLIs, and ML use cases.

### **Java** 8 years

Spring, Spring Boot, Maven, Gradle

### **AI/ML Engineering** 4 years

Building and deploying customer-specific Deep Learning models and inference APIs using PyTorch, Kubeflow, Kubernetes.

### **Golang** 2 years

RESTful APIs, DevOps tooling

## HUMAN LANGUAGES

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### English

Me fail English? *Impossible!*

### Bahasa Malaysia

Elementary proficiency

### German

False beginner <sup>Fluent at 17, but that was, like, 100 years ago.</sup>

### Mandarin

1.5 years of study

## DETAILS

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📍 London W3

📅 DOB: 1974-09-19

🌐 Citizenship: USA and UK

💻 I can work without sponsorship in the UK, USA, and Malaysia.

## REFERENCES

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Available on request