

ISKANDAR NAJMUDDIN

Technology Leadership

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SUMMARY

Dynamic technology leader with extensive start-up and enterprise expertise in software development, IT infrastructure, and strategic planning. Proven ability to drive innovation and manage large-scale projects while fostering collaborative environments that yield impactful results. Committed to aligning technological initiatives with business objectives, ensuring flexibility and reliability in addressing evolving needs. Obsessed with quality of design, architecture, and all aspects of building world-class products. Inspired by building high-performing software engineering teams with positive, rewarding cultures.

KEY ACHIEVEMENTS

Entrepreneur & Co-Founder

Built two technology businesses from scratch, leveraging modern development and architecture to delight customers, shaping the full customer lifecycle.

Acquisitions & Integrations

Drove multiple M&A activities including acquisitions, product and team integrations (from both sides of the equation).

PROFESSIONAL EXPERIENCE

2021 - 2025

London | Remote

CTO

Verint Messaging

- Managed multiple teams across the globe to deliver a world-class CCaaS messaging platform for customer service, including post-acquisition product, security, and compliance integration.
- Drove product results using conversational AI, machine learning, and cloud technologies, increasing customer retention rate and improving enterprise sales cycles.
- Reduced cloud costs by 15% with impacting performance or reliability by leveraging Infrastructure-as-Code policies and best practices.
- Key compliance achievements: PCI 3.2, PCI 4.0, ISO27001.

2019 - 2021

London | Hybrid

CTO

Conversocial

- Launched successful new AI/ML product features with extensive research on market trends combined with collaborative input from various departments.
- Drove all technical discussions with interested parties leading to acquisition by Verint in 2021.
- Delivered 99.99% uptime and availability SLOs using HA architecture and public cloud resources.
- Responsible for engineering and technology strategy and tactics, including acceleration of messaging channel adoption and customer retention improvements.

2015 - 2019

London

Senior Director, DevOps EMEA

Rackspace Technology

- Built the 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.
- Worked 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.
- Increased collaboration between development and operations teams through cross-functional workshops, trainings, and communication channels.
- Managed engineering and consultancy capabilities, including the end-to-end Professional Services experience leading to ongoing Fanatical Support.

2013 - 2015

London

CTO & Co-Founder

Matter Technology Ltd

- Manage client web apps: requirements, planning, implementation, delivery, deployment, maintenance, optimization.
- Led engineering for our in-house product suite using Facebook, Twitter, and Instagram APIs for large-scale data ingress and SQL-on-Hadoop reporting, including high-throughput, internationalized social media and mobile web campaigns targeting EMEA and MENAP regions.
- Championed continuous improvement initiatives, identifying areas for process optimization across multiple departments.

2010 - 2013

London

Senior Director, Technology Services

Syncapse Inc.

- Led all development, product delivery, and operations for our 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 time zones, with approximately 12 direct reports.
- Created an agile working environment, enabling rapid response to change business needs without sacrificing quality or performance standards.
- Implemented a critical data ingress path for high-traffic social media properties, importing real-time data from social networks into an Elasticsearch cluster.

PROFESSIONAL EXPERIENCE

2008 - 2010

London

Technical Director & Co-Founder

Nudge Social Media

- Drove discussions with interested parties leading to acquisition by Syncapse in 2010.
- In charge of everything technical related to business operations and client social media campaign execution and delivery, including client and in-house business strategy.
- Managed a technical team of more than 10 developers working across both front-end and back-end technologies on multiple, fast-moving client projects.
- Served as the primary decision-maker for internal technology spending, creating budget guidelines to reduce waste and decrease unnecessary upgrades, building business from zero to \$2M revenue.

2006 - 2008

Location

Head of Engineering & Co-Founder

Dynamite Partners Ltd

- Recruited and built front-end, backend, and infrastructure engineering teams from zero.
- Championed Web Standards: Led the agency-wide transition from table-based layouts to semantic XHTML and CSS, drastically improving accessibility and SEO for our high-profile clients.
- Rich Internet Applications (RIAs): Spearheaded the integration of Ajax (Asynchronous JavaScript and XML) to create seamless, desktop-like user experiences without page refreshes.
- Flash & ActionScript Integration: Managed the development of immersive, full-motion Flash sites using ActionScript 2.0, balancing high-impact visuals with optimized loading times for broadband users.
- Scalable Backend Architecture: Architected custom Content Management Systems (CMS) using PHP and MySQL, allowing clients to manage their own digital assets for the first time.
- Cross-Browser Optimization: Established rigorous QA protocols to ensure 'pixel-perfect' rendering across IE6, Firefox 1.5, and the emerging Safari browser.

SKILLS

Team Leadership & Career Development, Cloud Architecture, Systems Engineering, Platform Engineering, Infrastructure-as-Code, Agile, SDLC, The Buck Stops Here, Containers, Kubernetes, GitOps, MLOps, AWS, Azure AD, Linux, Python, Java, TypeScript, SQL, MongoDB, Elasticsearch, Terraform, Git, Jira

EDUCATION

1992 - 1993

Ithaca, New York

Civil & Environmental Engineering

Cornell University

1992 - 1992

Berkeley, California

Economics & Mathematics

University of California, Berkeley

1988 - 1992

Berkeley, California

High School Diploma

Berkeley High School

LANGUAGES

English



Bahasa Malaysia



Mandarin

