

Tan Kar Wai

Project Manager · Insurance, Financial Services & AI-built Systems

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Profile

Project Manager with 18+ years delivering technology and system implementation projects across insurance, financial services and the public sector. Deep domain expertise in agency commission systems, motor claims platforms, data management and portal delivery, with end-to-end ownership from presales and solution design through go-live and production support. PMP-certified, with a track record of running multi-stakeholder programmes across insurers, regulators and agency networks, and of growing a SaaS portfolio to ~RM1.4M in annual recurring revenue. Now designs and ships AI-built systems end to end, from requirements to automated deployment.

18+	6 / 29	~7,000	~RM1.4M
years in delivery	insurers / agencies onboarded	agents on platform	annual recurring revenue

Core skills

Delivery	Project & programme management (Agile, Waterfall) · Presales & solution design · Go-live & production support · Vendor management
Domain	Agency commission / compensation (ALC) · Motor & non-motor claims · Insurer & agency onboarding · BNM / MRC compliance
Data	Data assessment & quality · Data mart implementation · Management information frameworks
AI delivery	AI-agent operations (Hermes Agent, OpenClaw) · Multi-agent build teams (BA, build, QA, QC) · Claude Code · Telegram automation
Tools	Claude Code · Hermes Agent · OpenClaw · GitHub · Hostinger (AI-assisted deployment) · MS Project · MS Visio · IBM QualityStage · SAS Office Analytics

Experience

Freelance Consultant, AI-built Systems

2026 – Present

Independent

Design and deliver business systems built with AI, from requirements to live deployment.

- Property Rental Management System (PRMS): AI-operated rental operations for a ~30-property Malaysian portfolio, run by a Rental Ops agent on the Hermes platform with 20+ scheduled jobs and Telegram access for the owner.
- PRMS features: offline dashboard (owner switcher, MTD/YTD financials, aging, renewals, complaints, rent-rate review), daily monitoring and Telegram alerts, overdue and renewal letters on owner letterhead, invoices and receipts, and a Dropbox-synced document log. Building costs: government, utility and maintenance bills read from scans, payables, usage alerts and missing-bill reminders.
- Ran PRMS with a five-role AI build team (analyst, builder, QA, QC, web design) over 15+ versioned releases with regression testing.
- JS Star website (jsstar.com.my): one-page trilingual (EN / BM / 中文) site for a waterproofing contractor, built with Claude Code, tuned for Lighthouse performance, auto-deployed from GitHub to Hostinger.

Project Manager (Portfolio Lead)

2018 – 2026

One Two One Advisor Sdn Bhd

Overall in charge of the Agency Leader Corporation (ALC) system, a life insurance agent commission processing platform: commercial strategy, insurer and agency onboarding, go-live and production support.

- Owned end-to-end delivery across presales, development, integration and support for the ALC portfolio.
- Grew the portfolio to 6 insurers and 29 agencies covering ~7,000 agents.
- Platform processed ~RM70M in annual commission against ~RM172M APE (2023).

- Generated ~RM1.4M in annual recurring SaaS revenue on a per-agent subscription model.
- Led a cross-functional team of 5 (3 developers, 1 infrastructure engineer, 1 support specialist).
- Also delivered the FIDE FORUM website revamp: director registration, membership renewal, database consolidation, Kentico upgrade and member API.

Project Manager

2014 – 2016

Prudential Assurance Malaysia Berhad

Led a project team under the MIS & Portal pillar, delivering a strategic web portal project and the Data Management & Management Information Framework (DMMIS).

- Ran data assessments on client, claims and agent data using IBM QualityStage.
- Built new SAS data marts for Customer & Marketing, Claims, Agent, Finance, and Agent Commission & Incentive.
- Delivered the Agency web portal and the Hospital Medical portal; migrated the SAS data mart to a server version.

Project Manager

2014

IBM GDC Malaysia

Managed software and hardware implementation projects for the EMEA region team.

- Led a software and workstation migration for a client in Australia.

Project Manager & Business Analyst

2012 – 2014

Educational Trend Sdn Bhd

Oversaw all project implementation across education and commercial clients: portals, LMS, websites, mobile apps and open-source customisation.

- IRDA: built a WordPress microsite for the Expatriate Support Service, integrated with osTicket.
- IRDA and Iskandar Malaysia: revamped site layout, design and sitemap for easier information access.

Senior Business Analyst

2012

Heitech Padu Berhad

- Emirates Vehicle Gate (Abu Dhabi): wrote the blueprint proposal, schedule and gap analysis; led the first pilot, based on Malaysia's motor claims processes. Scope expanded to Ministry of Interior portal services.
- JPJ MySikap: requirements, BRDs, UAT, training and rollout for the myIdentity integration.

Product Manager

2007 – 2012

PAC Total Solutions Sdn Bhd

Managed Malaysia's industry-wide motor claims estimating system, in line with BNM and MRC requirements.

- Built the Workshop Classification System used by insurers to rate and select panel collision workshops.
- Built the Motor Knock-for-Knock (KFK) Claims Portal, hosted by MRC Malaysia for industry reporting.
- Localised the estimating system for Indonesia and Singapore; moved Australia's legacy system to the web (Flexiquote).

Education & certification

Project Management Professional (PMP), PMI	2013
Degree in Computing, APIIT	2003
Higher Diploma in Software Engineering, APIIT	2001
Diploma in Computing (IT), APIIT	2000