

Name: Nicholas R Hughes
Email: Nickrh21@hotmail.com
Phone: 090-7737-0078
Homepage: <https://nseconsultingjapan.com>
Nationality: British
Japan Visa Status: Permanent Resident

Summary of Primary Roles and Experience:

- Internal Auditing. Experience as lead Technology auditor for various audit entities such as Technology Infrastructure, Information Security, Software Development, Back Office Systems, Continuity of Business/ Disaster Recovery and Acquisitions and Divestitures
- Project and Program Management. Wide experience in both Infrastructure and Software Development projects, using both Waterfall and Agile methodologies. Projects of note include Data Warehouse Migrations, Server and System builds and Data Center Migrations
- Governance, Risk, Compliance: Expertise in designing and implementing Data Governance and Third-Party management. I have deep experience in evaluating the risks associated with technology processes and operations and designing new or improving existing key controls to effectively manage risks and costs and therefore create business value.
- Information Security. Experience in reviewing system designs against company standards and policies. Recommending changes to improve the security of the design, coordinating with business stakeholders, Project Managers, Solution design and building teams including Penetration and Vulnerability testers.
- Familiarity with a wide variety of Systems, platforms (Cloud, Virtual and on Premise), standard business applications and architectures.

Leadership and Business Proficiency

- I am a service orientated, bilingual problem solver, with 25 plus years of experience in the IT Industry. I am focused on providing the best possible outcomes for the Stakeholders while building trusted relationships with local and global teams.
- I have experience managing teams comprised of both Japanese and non-Japanese in various areas, for example Server and System Operations , System design and build , Audit teams and Compliance and Third-Party
- I am skilled at understanding the challenges of managing communications and relations between Japan and overseas offices and I have a track record of finding a productive and positive arrangement between the 2 sides.

Certifications:

- Currently Studying for Certified Information System Security Professional (CISSP)
- ISACA Certified in Risk and Information Systems Control (CRISC) 2021
- ISACA COBIT 2019 Foundation. 2020
- ISACA Cybersecurity Audit Certificate. 2020
- Cloud Security Alliance, Certificate of Cloud Security Knowledge (CCSK). 2019
- ISACA CSX Cyber Security Foundation Certificate. 2018
- CompTIA Cloud+. 2017
- ISACA Certified Information Security Management (CISM). 2016
- ISACA COBIT 5 Foundation. 2015

- ISACA Certified Information Systems Auditor (CISA). 2014
- eLearning Curve Certified Information Management Professional in Data Governance. 2013
- ITIL V3 Intermediate Service Strategy. 2013
- ITIL V3 Foundation. 2012
- PMI Project Manager Professional. 2012
- Japanese Language Proficiency Test Level 2. 2011
- Cisco Certified Network Associate. 2006
- Microsoft Certified System Engineer Win2000. 2001
- Microsoft Certified System Engineer NT 4. 1998

Professional Experience:

EY Japan KK: Information Security Consultant. Title: Associate Director

From: September 2022, To: The present

- As the Information Security consultant, I am responsible for assessing solution designs for compliance with Global EY standards and identifying any risks and exceptions. As part of the review process, I am responsible for delivering various artifacts including system and scan results, User and Data Access management, and Application configuration and security Baseline documentation.
- Advise the local Japan Technology and Development teams on Global, Policies and standards . Promote the implementation of Global Cloud solutions and offer guidance and advise on how to migrate or improve existing On Premise this involves coordination with Global Technology and Solution development teams.
- Support the implementation of the Global Supplier Risk Assessment Policy in Japan by coordinating with various businesses and teams on the applicable processes to follow while considering the Japan specific requirements and constraints.
- Assist the IT department and Business Technology teams with exceptions to standards, for example EOL/EOS systems by discussing and agreeing on Remediation Plans or risk acceptances.

Achievements:

- As the assigned Information Security consultant, I helped to deliver over 20 plus projects in the previous 12 months, including On Prem, Cloud, and Hybrid solutions ranging in size from less than 20 users to Firm wide solutions supporting 5,000 + users.
- Worked with the Japan GCO to design and implement a Supplier Risk Assessment process for 15+ Outside Legal Counsels used by EY. The new GCO process was aligned with the Global policy but tailored to the requirements of GCO and the Japan legal system.
- Worked across functions and business service lines to promote awareness in Japan of Global Information Security and Global Technology standards. Organize monthly meetings, make presentations etc. as the Japan representative of the Information Security Ambassadors and Risk Management Champions programs.

KPMG AZSA LLC: Information Security, Risk Management Department. Title: Director

From: June 2018, To: August 2022

Role/Responsibilities:

- Responsible for organizing and delivering the annual country Technology Audit. This included agreeing the Corrective Action Plans to fix Audit findings and control deficiencies.

- Designed and implemented the Third-Party Risk Management program for KPMG Japan Technology Service providers and vendors. The program involved creating an inventory of all Technology Vendors used by the Firm, performing a Risk Assessment for each Vendor, and then following up with high-risk Vendors to confirm their Internal Information Security Controls
- Responsible for monitoring Japan's compliance Global Technology and Security Policies and Standards, including communicating with Stakeholders and working with them to analyze any exceptions against the existing processes and systems.

Achievements:

- Established a Technology Compliance Office with 3 staff members to manage various Governance Risk and Compliance (GRC) projects and initiatives including the annual audit and answering Client inquiries about the control environment in the Firm.
- Worked with the Technology and Information Security teams to obtain the ISO 27001 Certification for the KPMG Japan Technology Department
- Designed and executed corrective actions plans and closed out multiple historical audit issues and control deficiencies some dating for several years.
- Successfully established Firm wide controls for Business Continuity and Disaster Recover, Third-Party Risk Management, Configuration Management, User Access Entitlement review and Ransomware etc.

Citi Japan Holdings: Internal Audit Manager Technology Title: Vice President

From: February 2015, To: May 2018

Role/Responsibilities:

- Lead Japan auditor for Technology Infrastructure, Divested Business Service, Project Management, Information Security, Business Continuity and Building Management and Security
- Worked with various Global and Regional teams on audits such as Data Center migrations, Information Security, Divestitures, Change Management, Configuration Management and Service delivery.
- Responsible for Quarterly Risk Assessments and the follow-up of audit issues review, validation, and closure.

Achievements:

- Lead Auditor on various Technology Audits including Data Center Audits
- Assessed and reviewed corrective action plans submitted by the business related to regulatory findings and business improvement orders.
- Participated in Global, Regional and Japan local audits including business monitoring and risk assessments.

Professional Experience:

Citi Japan Limited Retail Bank: Data Governance officer. Title: Vice President

From: December 2012, To: January 2015

Role/Responsibilities:

- Worked as the first Citibank Japan Data Governance Officer, which involved designing and documenting local processes, guidelines, and tools aligned with the Enterprise Data Management Policy.
- Acted as the primary contact between the Global Data Management Program and the Japan consumer business.
- Worked with business units and technology teams, on the resolution of Data issues including data cleanup, conversion, and migration.

Achievements:

- Worked with the business teams to identify 64 Critical Data Elements used in business processes such as finance and compliance.
- Achieved the Global target of a 50% Data Quality Management Maturity score for the Japan Data Governance Office, the first country to do so.
- Implemented a local Data Issue Management process and integrated it with the Global issue management system.

CitiServices Japan: Project Manager. Title: Vice President

From: June 2010, To: December 2012

Role/Responsibilities:

- Worked as a Project Manager on Citi's Digital Transformation program in Japan. As part of the program, I was responsible for migrating the Consumer businesses' Data Warehouse and Business Intelligence systems and also managed the Software and Hardware upgrade of the Call Center front and back-office systems.

Achievements:

- Implemented a new Data Warehouse and SAS 9.2 BI infrastructure, including the conversion of Legacy data and its migration from Japan to Singapore.
- Worked with Vendors and the Risk department to migrate business critical MIS reports and associated SAS scripts to the new BI infrastructure and to leverage the new Business Objects applications.

CitiServices Japan: Integration and Applied Engineering. Title: Assistant Vice President

From: May 2007, To: June 2010

Role/Responsibilities:

- As the Technical Team Leader, I was responsible for coordinating with the businesses, local and Global technology teams, and vendors to deliver solutions to meet the project objectives.
- Responsible for ensuring that all systems delivered were compliant with Citi and Information security policies.
- Designed, built, and tested Infrastructure and application systems to meet the project requirements and the firm's global Technology standards.
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Achievements:

- Helped to relocate multiple systems and servers as part of Data Center Migrations and consolidation projects in Japan.
- Worked with the Information Security, Operations and Configuration management teams to revise the Integration team's System Quality Control Process to ensure compliance to Citi Corporate Security and Configuration standards.

CitiServices Japan: Manager UNIX Server Operations Application Support.

From: January 2006, To: May 2007

Role/Responsibilities:

- Managed a team of 14 System Administrators to support the BAU Operations of approximately 350 Unix Servers hosting a variety of Business applications including Database, Bank Transaction, and Middleware systems such as IBM MQ, and Connect Direct.
- Designed and executed plans to remediate multiple audit findings and compliance issues found during Internal Audits and Risk Self-Assessment process.

Achievements:

- Closed all Risk Assessment and compliance related items and gained a rating of “satisfactory and effective” from the Internal Auditors.
- Standardized and documented the team processes and procedures to align with Corporate IT policy and Japan specific requirements, including service continuity and redundancy.

CitiServices Japan: Manager Windows Server Operations Application Support

From: October 2003, To: January 2006

Role/Responsibilities:

- Managed a team of 7 System administrators to support the BAU operations of approximately 200 Windows servers hosting various business applications, used by Citi Finance Japan.
- Responsible for meeting business requirements for Business Continuity and Disaster recovery, monitoring, and alerts and for ensuring that all systems met corporate security and compliance standards.
- Worked with the Business and project management teams and Vendors to design and build new systems that met the business’s requirements.

Achievements:

- Designed, built, and managed the Mainframe Host Integration infrastructure that supported the migration of 350 branches with 3000 users into the CITI corporate Network.
- Designed, built, and supported the infrastructure for approximately 400 Automated Loan Machines systems, in addition to ongoing upgrades and application development.
- Worked with the Network team to rationalize and consolidate the numerous routes used to connect to the Vendor hosted Mainframe and achieved a cost save of approximately \$250,000 USD in annual running costs.

MISYS International: IT Systems Administrator

From: June 2002, To: October 2003

Role/Responsibilities:

- Supported all IT requirements of approximately 50 users in the Bank and Trading Software development businesses in Japan.
- Single point of contact for coordinating with the Asia Pacific Regional and Global IT management and numerous local Vendors.
- Managed BAU operations and projects related to networking, servers Windows, and Unix OS, workstations, messaging, firewalls, and applications.

Achievements:

- Migrated the Japan Office to Windows 2000 from NT4.
- Upgraded the company network to 100 Base T and implemented new Firewalls and VPN connections to the Regional and UK head offices to improve messaging ,file transfer and redundancy.
- Implemented improved backup, antivirus, and uninterruptable power supply systems.

Aspire-4: Technical Support Engineer

From: October 2001, To: June 2002

Role/Responsibilities:

- On site, System Engineer supporting multiple small business's BAU operations and end users, workstations, networks, and servers including Database and messaging services.

- Plan and implement system upgrades.

Achievements:

- Upgraded eight companies, with user numbers ranging from four to 15 to Windows 2000 Active Directory, including Exchange 2000 messaging implementations.
- Installed and configured Anti-Virus and Firewall solutions for four companies and remediated security issues at the client offices.

Systems Go: Technical Support Engineer

From: August 2000, To: October 2001

Role/Responsibilities

- On site System, support Engineer for a various client, ranging from small businesses to the Japan branch offices of major manufacturing companies and legal firms.

Achievements:

- Built all the Infrastructure for a new branch office of a major Aluminum producer in Niigata Prefecture including Servers, PC, printers, and network.
- Supported multiple different clients with various different technology requirements.

NSE English School: Owner Operator

From: December 1995, To: July 2000

Role/Responsibilities

- Owner operator of an English conversation school and SOHO IT support company specializing in setting up PCs, network and internet connections including home page web design and support.

Achievements:

- Created and maintained an intranet site for 100 plus English students at the Fujitsu main office in Nagano. The site was used to inform students of class work and practice their English with online scripts.

Diane's English School: Teacher

From: 1991, To: 1995

Shane English School: Teacher

From: 1990, To: 1991

Education

Lancaster University, U.K.
BA in History (Graduated 1989)

References

References are available at request.